

Public Records Request #3338

The following materials have been gathered in response to public records request #3338. These materials include:

- RFP #269-2015-052: Towing Services – Bradley’s Wrecker Service, Inc.
- RFP #269-2015-052: Towing Services – Dellinger Wrecker Service, Inc.
- RFP #269-2015-052: Towing Services – Eastway Wrecker Service, Inc.
- RFP #269-2015-052: Towing Services – Hunter Auto and Wrecker Service, Inc.
- RFP #269-2015-052: Towing Services – Larry Campbell’s Towing & Recovery, Inc.
- RFP #269-2015-052: Towing Services – Southern Star of Charlotte, Inc.
- RFP #269-2015-052: Towing Services – Williams Wrecker Service

This information was provided as a response to a public records request on 2/11/20 and is current to that date. There is a possibility of more current information and/or documents related to the stated subject matter.

Further Information

For further information about this request or the Citywide Records Program, please contact:

Cheyenne Flotree
Citywide Records Program Manager
City of Charlotte/City Clerk’s Office
600 East 4th Street, 7th Floor
Charlotte, NC 28202
Cheyenne.Flotree@charlottenc.gov

Amelia Knight
Public Records Specialist
City of Charlotte/City Clerk’s Office
600 East 4th Street, 7th Floor
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Amelia.Knight@charlottenc.gov

On June 22, 2015, City Council approved the following Companies for Division Wrecker Services:

- Bradley's Wrecker Service, Inc.
- Dellinger Wrecker Service, Inc.
- Eastway Wrecker Service, Inc.
- Hunter Auto and Wrecker Service, Inc.
- Larry Campbell's Towing & Recovery, Inc.
- Southern Star of Charlotte, Inc.
- Williams Wrecker Service

In addition, Hunter Auto and Wrecker Service was awarded the contract for Fleet Towing Services.

City Procurement issued one RFP for Towing Services and the RFP included both Division Wrecker Services and Fleet Towing Services. The Companies could submit one proposal and submit pricing for Fleet Towing if they wanted to.

**PROPOSAL FOR
DIVISION WRECKER SERVICES**

RFP# - 269-2015-052

CITY OF CHARLOTTE

MAY 4th, 2015

**BRADLEY'S WRECKER SERVICE, INC.
2909 BOXMEER DRIVE
CHARLOTTE, NC 28269**

(704)-596-9277

(704)-596-9278

Proposal
RFP # 269-2015-052
Division Wrecker Services

May 4th, 2015

To: Division Wrecker Services,
RFP# - 269-2015-052

Attn: Tracey Keyes

In response to the RFP noted above, we are submitting our bid for the Division Wrecker Service in 1 (one) 2 (two) or 3 (three) of the following divisions; Freedom, North and University City; listed in order of our preference if awarded less than three divisions. We would be happy to get more than three and are well able and capable of handling them. These divisions are designated by Exhibit F, (Boundaries and Map of Divisions). A copy of this map is enclosed with this proposal.

Following is the contact information for our company:

Service Provider:

Bradley's Wrecker Service, Inc.
2909 Boxmeer Drive
Charlotte, NC 28216
(704)-596-9277-phone
(704)-596-9278-fax

Owner:

Michael Roy Bradley
8221 Baytree Lane
Denver, NC 28037
(704)489-6768

It is our understanding, based on the RFP noted above, and our experience over the last thirteen (13) years as a Division Wrecker Service Provider, that the city is requesting a service that will provide towing; storing; and dispensing of disabled motor vehicles or motor vehicles in violation of City, or County ordinances or state law when so directed by the CMPD or other City and County agencies or their agents. We further understand that contract pricing provided to the City shall also be extended to all local, State, and Federal Government Agencies working within Mecklenburg county including all entities that the City has contracted with related to parking and towing. We are confident that the experience and work ethics of our company will continue to provide the City of Charlotte with an excellent candidate as service provider for all four divisions sought.

Bradley's Wrecker Service, Inc. has been a Division Wreckers Provider in the Freedom District since 2001. 13 plus years of experience with the CMPD and the City of Charlotte has given us a great deal of insight into the scope of responsibilities required by the City. The approach to our customers has always been and will continue to be a "Do whatever it takes to get the job done" philosophy. We believe this approach to customer service performed quickly and safely has set us apart and helped us to build a solid base of customers that depend on us for their towing needs.

We have a group of experienced mechanics that keep our equipment in proper working condition. We have experienced drivers as well as driver programs that exceed the levels of compliance of our own insurance providers.

Our dispatchers are available 24 hours a day seven days a week. We have drivers available 24 hours a day seven days a week which complies with our present contract obligations.

Concerning the price of service; we believe that the new maximum amounts set forth by the City and listed in the RFP are reasonable rates for the standard service. All other services beyond the scope of standard towing and recovery as listed in the RFP should be priced at reasonable market rates according to the specific job.

We believe that our performance as a Division Wrecker provider has been exemplarily during the previous contract term. We further believe that we will continue to perform at this high level when awarded three divisions.

The information contained in this proposal or any part there of including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the City is true, accurate, and complete. This proposal includes all information necessary to insure that the statements there in do not in whole or in part mislead the city as to any material facts.

Sincerely,

Michael Bradley- Owner

Proposed Solution

(Providing a solution to the components of **Section 3 of RFP# 269-2015-052**)

3.1 General Scope

The City of Charlotte has requested proposals for towing in the following 2 areas:

Division Wrecker Services and Fleet Towing Services.

Bradley's will provide a bid for 3 divisions, Freedom, North and University City. Bradley's will also provide a bid for Fleet Towing services as well.

3.2. Division Wrecker Services Scope

Bradley's Wrecker Service, Inc. intends to bid for 3 divisions; Freedom, North and University City Divisions. We have been providing towing, storing, releasing and dispensing of disabled motor vehicles or motor vehicles in violation of city ordinances or state law for the past 13 years. Our record with the city is exemplary. While other tow companies have enjoyed multiple divisions we have faithfully provided service to our Freedom Division. We believe that we are well equipped, experienced and efficient enough to provide services to the other divisions we are bidding for. Our lot is located at the intersection of I-85 and I-77, making access to the 3 divisions extremely manageable. We believe that our response times, if measured, would rank among the best. We believe that given our experience and location awarding Bradley's the opportunity to provide services in these three divisions would save the city time and thereby save the city money.

3.2.3 Division Wrecker Operational procedures

3.2.3.1 Service Provider shall purchase all the insurance required by the contract.

Bradley's currently carries all of the required insurance for the current contract. If it is found that this new contract will require any additional insurance, we will obtain it immediately.

3.2.3.2 Service Provider shall be capable of meeting response times required by the City and Authorized Agents as stated in **Section 3.6.1**

Regarding **section 3.6.1**, the City is insisting on a 30 minute response time to CMPD Communications and other government agency tow calls. Bradley's employees a team of dispatchers and tow truck drivers that we refer to as our city contract employees. These are hourly dispatchers and drivers that work seamless shifts. One or more of these contract employees will always answer the phone. (We never use an outside service to answer any calls) One or more of these tow truck drivers will always be available to CMPD or other government agencies 24 hours a day, seven days a week. This group is employed in addition to other staff employed by Bradley's that is utilized when needed. Our system is designed to grow. We are ready to add employees to our contract staff should we be awarded another division.

Concerning the CED abandoned and junk motor vehicle response times; we have clearly demonstrated an efficient method of retrieving these vehicles in a timely fashion. Understanding that we have 3 days, we implement our own system of having the CED vehicles towed in 2 days or less of receiving the email notifications. The majority of the vehicles towed for CED have been within 24 hours of the email being opened.

3.2.3.3. All Wrecker drivers shall meet all requirements as stated in **Section 3.2.4.**

Regarding **Section 3.2.4.** Wrecker driver requirements; Bradley's has been contracted with the City of Charlotte for 13 years in the Division Wrecker Services. We not only meet and exceed the City's requirement for drivers; we meet the stringent requirements of our insurance company. Understanding the age, training, physical condition, licensing, uniform and training requirements we also engage in monthly safety meetings. These are times to be reminded of the importance of thinking safety. We also perform background checks and pre-employment drug test on all of our new hires. We are also contracted with a company that provides a random drawing for our CDL driver's random drug screening.

3.2.3.4. The operator of the storage lot or garage shall keep entrances and exits properly attended or locked

Section 7 Required Forms

at all times during the period the storage lot or garage is in operation and shall be responsible for securely inclosing the same when not in operation.

Our office and storage lot is manned at all times 24 hours, 7 days a week. We have a contract employee on the premises and on the clock at all times. Bradley's 4 acre impound lot is protected by a chain link fence. There is a gate that is remotely controlled by our dispatcher only and is closed by default and opened only as needed by the dispatcher. We also have a personal gate that is visible to the dispatcher. After dark, we have another remote controlled gate that closes at the road. It is up-fitted with an intercom for customers needing to retrieve vehicles. There is not a time when we are not in operation.

3.2.3.5. Notary Public Services.

Bradley's employee's two office personnel that is available during normal business hours for any notary needs.

3.2.3.6. Meet the payment acceptance as stated in Section 3.2.7.

Regarding Section 3.2.7. We at Bradley's understand all of the required payment options and offer each one of these. In addition to these options, we have implemented an option utilizing the smart phones where customers can pay on scene with credit cards using the square. This has been a very good option for us and our customers. In addition we accept T-cheks, Comcheks and other forms of payment for utilized in the trucking industry.

3.2.3.7. Service Provider shall be open to receive towed motor vehicles 24 hours a day, 7 days a week including holidays, plus provide vehicle owner access to and release of motor vehicles from 6:00am to 12:00 am 7 days a week.

As previously stated, Bradley's has an employee on site at all times. We are already accustomed to the access and release requirements of the city and agree to continue these procedures in accordance with the city policies.

3.2.3.8 Motor Vehicle inventory.

In regard to **3.2.3.9, 3.2.3.10 and 3.2.3.11**

Bradley's understands that the vehicles that are towed into our lot become our responsibility.

We also agree and understand that we are to return all vehicles in the same manner of cleanliness that we found them in.

We will take any and all precautions to protect towed motor vehicles that are stored at our facility from interior water damage and any other damage while it is in our care.

We also agree that Bradley's is responsible to release the stored motor vehicles to the registered owner or their representative from the insurance company.

3.2.5 Physical Plant Requirements.

3.2.5.1. Storage Lot Requirements

Bradley's owns property located at 2909 and 2919 Boxmeer Dr. These properties are adjacent. These properties total 6.3 acres of which 4 acres are fenced for our towing impound lot for use with the city contact. We are well above the required lot size to accommodate the 3 divisions we are requesting. All properties at these 2 addresses are zoned I-2, which meets the contract requirements. Since we have been in the business of a division service provider all fencing requirements, buffer requirements, etc. have all been previously met and nothing needs to be completed for us to be in full compliance.

We also have a separate fenced lot which is approximately 1 acre in size in the event we needed overflow vehicle storage. This is one of the adjacent properties.

Our impound lot is very secure. We are surrounded by other businesses that are fenced and have no access from any street or public area. These properties serve as additional buffer zones to our lot. We also have a gate that is closed at all times and is only opened by the dispatcher on duty. No vehicle owners are allowed on our lot without an employee escort. This is first to ensure the safety of the customer and second to endure the protection of personal property. These employee escorts are for personal item retrieval or vehicle releases.

Our storage entrance is with-in 50 feet of our dispatch office and visible from the window and by

camera. At night, there is sufficient lighting throughout our impound lot as well as our customer parking area.

3.2.5.2. Office Building requirements

Our office is located in the lobby area of an old hotel. It is well suited for a customer waiting area. In addition to the required items such as a fax machine and fee signage, we also offer drink and snack machines, a separate waiting area with a comfortable couch and chair for longer waits. We have public restroom and a phone in the lobby for customer use.

3.2.6. Release of Motor Vehicles

As previously stated, Bradley's is well aware of the city requirements concerning the release of towed and stored vehicles. We will always have an employee on duty to release vehicles or allow owners to retrieve vehicles from 6:00am until 12:00am midnight.

We also have procedures in place which require picture ID's and proof of ownership prior to allowing owners onto the lot to see, retrieve items or receive their vehicles. Owners are required to give permission for their insurance companies to have their vehicles towed. In addition to these requirements we also are well versed on the procedures for CED towed vehicles owners to claim their vehicles. They must show proof that they have paid the city and we keep a record of that proof.

Bradley's accepts and understands that we take full responsibility for an owner's vehicle while it is in our possession.

3.2.7. Payment Acceptance

Bradley's accepts all major credit cards, cash, T-checks, com-checks and debit cards. We understand that our drivers are not required to make change on scene and fully agree with this for the safety of the drivers. We also have our drivers equipped with the ability to accept CC on scene with Square through smart phones. This process has made our processing payments on scene much more efficient and saves time for the customer as well.

We understand that any call to tow involving an owner that is unwilling to be towed must result in our leaving the vehicle unless a CMPD officer is there to authorize us to tow under that condition. We further understand that it is our responsibility to allow an owner to pay if the vehicle is already on hook and releasing the vehicle prior to towing.

3.2.8 Division Wrecker Customer Service

We at Bradley's understand the customer service requirements in regard to towing a customer's vehicle. If it is at all possible, we try to accommodate and customers request when they want to be towed to a service center or home from an accident scene. It is only in inclement weather or some extraordinary condition that we will not honor their request. On the occasion that this does happen, we make them fully aware, first as to why we cannot and second that a storage fee and a second tow charge will be incurred.

We make every effort to keep all towing situations as calm and professional as possible. We understand the rights of vehicle owners and the importance of not breaching the peace in order to gain a tow. It is our policy to never engage our customers aggressively or to intimidate them in any way to gain tow. In most cases an owner is already having a bad day if they need our service and our drivers are encouraged to keep this in mind and make every effort to calm and assure the customer that we are there to help them get their vehicle off the highway and secured.

3.2.9 Division Wrecker Miscellaneous

In regard to **3.2.9.1.**, **3.2.9.2.**, **3.2.9.3.** and **3.2.9.4** Bradley's has had a ring down line from CMPD communications for about 13 years and are very familiar with the procedure.

We are also aware that Division service providers are discourage from arriving on accident scenes prior to being called by either the public agency assisting or the vehicle owner. We further understand that no abandoned or otherwise parked vehicles along any roadways or public right of ways should be towed without a city/county agencies or an owners authorization.

Bradley's will, at its discretion, move or slide a vehicle to assist an owner or agency representative out of a dangerous situation and shall take full responsibility for that decision to act during such emergency.

We also understand how the storage fees accrue and when they begin. We abide by these procedures fully. We further understand that the city requires a \$5 dollar fee for each tow authorized by the CMPD and other government agencies operating within the county with the exception of CED and Federal or State Government agencies. We are also fully aware that these fees are due by the 10th of each month.

3.2.10 Division Wrecker Training

Bradley's will make any necessary employees available for any and all training that the city deems mandatory for service providers.

3.2.11 Division Wrecker Reporting Requirements

Bradley's understand the reporting requirements of the City concerning this contract and have consistently provided these reports with all necessary information for many years. We further understand that this reporting document will include all tows to our lot for impound, regardless of who initiates the tow.

Bradley's does back-up all towing and storage files. These files are kept in a safe place at the office as well as a copy stored offsite.

Bradley's, as stated earlier, understands the monthly reporting by the 10th of the month. Our reporting contains all tow information from the previous month for which the check amount covers.

Our software meets all of the city's requirements and our server and pc's all have antivirus installed. In the event of a power outage or internet connection failure our policy is to notify the contract monitor immediately.

3.3 Fleet Towing Services

Regarding **sections 3.3.1 thru 3.3.4.2**

Bradley's Wrecker Service would like to express our interest in contracting with the City for Fleet Towing Services. We understand the city may require all brands, classes and sizes of vehicles and equipment used by the City Fleet to be towed or moved. This list of equipment may include, but is not limited to: motorcycles, SUV's, sedans, pickups, police cars, light duty industrial vehicles, medium duty and heavy duty trucks, fire apparatus, trailer, scooters, forklifts and construction equipment.

Our drivers are trained and experienced in all forms of towing and recovery of heavy duty trucks and construction equipment. We are also experienced in disaster relief equipment transportation. Our services for such are utilized by local construction and industrial equipment Rental Company.

We are also aware of the importance of keeping the city's fleet equipment as clean as possible. We further understand the reporting procedures should any accidents occur while fleet equipment is in our care.

All drivers have proper and necessary licensing and will be provided to the city point of contact as needed.

Accident site cleanup is the responsibility of the service provider. All of our vehicles are stocked with oil dry, shovels, brooms and waste containers for such cleanup.

We are accustomed to customer service in the way of transporting them along with their vehicle to any and all necessary locations. We train our drivers to make sure that no customers are left in a dangerous or compromising situation if it is reasonably within our ability to help them.

We are aware of the locations that fleet vehicles may be towed to and are also aware of the invoicing procedures as far as providing the invoice at the time of service, by leaving it in the afterhour's box.

We are also accustomed to securing the vehicles by all possible means, by locking, closing windows, using crash wrap or tarps during afterhours.

We understand that the towed fleet vehicles must be dropped in appropriate locations and any vehicles not in the appropriate locations will be the responsibilities of the service provider to correct.

Shop managers shall be notified of any lost or missing keys to any fleet vehicles.

ARD property staff shall authorize all tows prior to movement. Bradley's will not move or tow any ARD (auction) vehicles unless authorization has been given.

Fleet maintenance shops location and addresses have been noted.

Bradley's will make all reports available upon request concerning monthly, quarterly or annual towing and service reports. We will maintain these records for a minimum of three years.

We will also make our services available for any special events or motorcades that would require any sweep

coverage.

We are experienced in inclement weather support. We are capable of providing snow cable or chain installations as well emergency fueling for snow plows, graders, slag trucks, etc.

3.4 Equipment Condition and Capacity Requirements

Bradley's meets and exceeds all equipment condition and capacity requirements. We are aware of all necessary items to be stocked on these vehicles, as listed in this section. Please see the attached supplemental information "equipment list".

3.5 Pricing

Please see attached section 7, form 4b for our Fleet pricing quote.

Also, we understand that the maximum charges are set forth on section 7 form 4a for all Division Wrecker Services.

3.5.2.2 Charges to the City

Bradley's understands that all charges incurred by towing of private citizens vehicles, even at the authorization of the city or its agencies shall be the sole responsibility of the vehicle owner. The city will not be charged for tows except in the following situations; evidence hold or asset forfeiture vehicles are towed to a city impound lot as directed by an officer. An occasion may arise where the city or its agency has mistakenly authorized a tow or the city or its agency's agree to cover a charge for a vehicle owner, all of which must be in writing, including the name of the authorizing agent.

Bradley's has made it aware of all details concerning the summary of charges.

3.6 Response time

3.6.1 Response to calls for Division Wrecker Service

Bradley's currently operates well within the limits and requirements set forth in the current division contract which is the same as this RFP is requiring, concerning response times to CMPD tow calls.

We further operate well within the limits and requirements for towing of CED vehicles.

3.6.1.1 Time of Service

We are open for business with a Bradley's employee on duty 7 days a week, 24 hours a day, year round.

3.6.2 Response time for Fleet towing

Bradley's understand that the required response time for Fleet tow calls will be within 60 minutes of the call being initiated, 24 hours a day, 7 days a week, year round. If this requirement cannot be met on any particular tow call, Bradley's will notify the fleet management shop personnel and give them an estimated time when we will arrive.

Emergency requests for towing will be handled quickly and efficiently. When an emergency call is initiated and our dispatcher is made aware of this, an ETA will be given to the caller and Bradley's will respond as safely and quickly as possible in less than the 60 required response time.

3.7 Security Requirements

Physical security

Bradley's offices are completely enclosed by a chain link fence with an automatic gate that is closed after normal business hours. Customers then have the ability to contact our dispatch by intercom at the gate or by phone. They are then allowed into the office area where proper ID and necessary documents are presented. Our impound lot is secured within this previously mentioned fence with a second chain link fence and also has a gate that is set for default close. It is only opened by the dispatcher as needed.

Any personal belongings that may be recovered from an accident or tow scene will be tagged and stored in a small safe in our dispatch office, which our dispatcher has access to if a customer comes to retrieve their items.

Our entire property is monitored 24/7 with security cameras. Our dispatch office is equipped with a monitor that allows our office staff to observe the various cameras. This is especially

important after hours and on weekends.

Network Security

Our dispatchers and office staff are assigned an ID and password or other authenticating information that allows them access to information and programs within their authority. A computer server hosts all of our operating programs. This server is on site and has limited access by supervisors or owners only.

We also have updated antivirus software and backup systems in an attempt to make our entire network, especially city information, as secure as possible.

This page has been redacted.

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #: DATE ADDENDUM

DOWNLOADED FROM NC IPS:

 #1

 4-24-2015

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

Jamey Green
(Please Print Name)

4-28-2015
Date

Jamey Green
Authorized Signature

Operation Manager
Title

Bradley's Wrecker Service, Inc.
Company Name

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: Bradley's Wrecker Service, Inc.

Representative (printed): Jamey Green

Representative (**signed**): *Jamey Green*

Address: 2909 Boxmeer Drive

City/State/Zip: Charlotte, NC 28269

Email address: j.green@bradleystruckservice.com

Telephone: 704-596-9277
(Area Code) Telephone Number

Facsimile: 704-596-9278
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, are true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

Bradley's Wrecker Service, Inc.

Service Provider

Jamey Green

Authorized Signature

4-28-2015

Date

Jamey Green

Please type or print name

Section 7 Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: Freedom Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: _____

Company Name: Bradley's Wrecker Service, Inc.

Company Contact: Jamey Green

Contact Phone: 704-596-9277

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

Section 7 Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: North Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division:

Company Name: Bradley's Wrecker Service, Inc.

Company Contact: Jamey Green

Contact Phone: 704-596-9277

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: _____ University City _____

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: _____

Company Name: _____ Bradley's Wrecker Service, Inc. _____

Company Contact: _____ Jamey Green _____

Contact Phone: _____ 704-596-9277 _____

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows

REQUIRED FORM 4B – FLEET TOWING PRICING FORM

RFP # 269-2015-052

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Vehicles of 10,000 pounds GVW or less	\$ <u>95.00</u>
Flat rate cost of Basic Towing Services for Vehicles of 10,001 through 26,000 pounds GVW	\$ <u>150.00</u>
Flat rate cost of Basic Towing Services for Vehicles 26,001 pounds GVW or more	\$ <u>200.00</u>
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>200.00</u>
Flat rate for Towing disabled <u>loaded</u> refuse heavy trucks to Charlotte Motor Speedway landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ <u>375.00</u>

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Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Otts Street, Service Providers may provide an additional per-mile charges from the 35-mile radius line to and from the CMS Landfill back to the 35-mile line.

Type of Vehicle	Per-Mile Rate
10,000 pounds GVW or less	\$ <u>3.00</u> /mile
10,001 through 26,000 pounds GVW	\$ <u>3.50</u> /mile
26,001 pounds GVW or more	\$ <u>5.00</u> /mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>5.00</u> /mile

2. Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City:

Service Description	Unit Cost
Cable installation per vehicle, (Vehicle of less than 10,000 pounds GVW)	\$ <u>95.00</u>
Chain / Cable installation per vehicle, (1,500 to 2,000 pound GVW Vehicle):	\$ <u>95.00</u>
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ <u>95.00</u>
Light	\$ <u>95.00</u>
Medium	\$ <u>95.00</u>
Heavy	\$ <u>95.00</u>
Construction Equipment	\$ <u>95.00</u>
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ <u>95.00</u>
Other: _____	\$ <u>N/A</u>
Other: _____	\$ <u>N/A</u>
Other: _____	\$ <u>N/A</u>
Other: _____	\$ <u>N/A</u>

3. Special Circumstances Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
Roll back wrecker	\$ <u>95.00</u>
Heavy wrecker	\$ <u>200.00</u>
Landall	\$ <u>225.00</u>
Bobcat or skid steer	\$ <u>135.00</u>
Forklift	\$ <u>135.00</u>

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4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
10,000 pounds GVW or less	\$ <u>95.00</u>
10,001 through 26,000 pounds GVW	\$ <u>150.00</u>
26,001 pounds GVW or more	\$ <u>200.00</u>
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>200.00</u>

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
10,000 pounds GVW or less	\$ <u>95.00</u>
10,001 through 26,000 pounds GVW	\$ <u>150.00</u>
26,001 pounds GVW or more	\$ <u>200.00</u>
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>225.00</u>

REQUIRED FORM 5 – REQUIREMENTS MATRIX

RFP # 269-2015-052

Towing Services

The City created a functional requirement matrix to assist the Service Provider in understanding the expectations of the City and to aid in the comparison of Proposals. Each Proposal must include the matrix with the appropriate code denoted by the Service Provider for each requirement of the Project. The inability of a Service Provider to successfully meet all of the functional requirements listed in this matrix will not invalidate the Proposal, although those Proposals, which do meet all of the functional requirements, may be given priority.

Service Providers must provide a response under each and every subsection with one of the following codes to be deemed responsive:

Code	Functional Requirement
“N”	Service Provider cannot meet the requirement.
“Y”	Service Provider currently meets this requirement.
“F”	This requirement will be met if awarded a Contract. (Explanation Required).
“X”	The requirement will be met by the proposed solution in some other way. (Explanation Required).
“U”	Where the Service Provider does not need to respond specifically to the requirement but does need to acknowledge the process or procedure, “U” stands for “Understands and Will Comply”. Requirements where the code “U” is acceptable are noted by three asterisks (***) . All other requirements must have one of the other codes included in this table.

Service Providers must clearly identify any inability to meet defined requirements.

If the Service Provider does not completely comply with a requirement, the reason must be clearly stated and include an alternate solution, if applicable or required, in the “Comments” column of the matrix.

For the requirements requiring detailed information or description, provide as much information as is necessary to adequately respond to the requirement.

If additional response space is needed, the Service Provider must provide the response on a separate page and reference the attached response by section number.

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DIVISION WRECKER SERVICES REQUIREMENT		FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information			
1.	***Accuracy of RFP and Related Documents as stated in Section 1.3.	<u>U</u>	
2.	***Expense of Submittal Preparation as stated in Section 1.5.	<u>U</u>	
3.	***Proposal Conditions as stated in Section 1.6.	<u>U</u>	
Section 3.2 – Division Wrecker Scope of Services			
4.	***Wrecker Division Boundaries as described in Section 3.2.1.	<u>U</u>	
5.	***Wrecker Division Statistics as provided in Section 3.2.2.	<u>U</u>	
6.	***Operational Procedures as provided in Section 3.2.3	<u>U</u>	
7.	Wrecker Driver Requirements outlined in Section 3.2.4.	<u>Y</u>	
8.	All Physical Plant Requirements described in Section 3.2.5	Y	
Section 3.2.6 - Release of Motor Vehicles			
9.	Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	
10.	The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	<u>Y</u>	
11.	Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	

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12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	<u>Y</u>	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	<u>U</u>	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	<u>Y</u>	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	<u>Y</u>	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	<u>U</u>	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	<u>Y</u>	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	<u>U</u>	

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19.	<p>***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.</p>	<u>U</u>	
Section 3.2.11 – Division Wrecker Reporting			
20.	<p>***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15</p>	<u>U</u>	
21.	<p>***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.</p>	<u>U</u>	
22.	<p>Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database</p>	<u>Y</u>	

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23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	<u>Y</u>	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	<u>U</u>	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	<u>U</u>	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	<u>U</u>	
27.	***In the event of a failure with the Service Provider's internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	<u>U</u>	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	<u>U</u>	

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29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract</p>	<u>U</u>	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	<u>U</u>	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service's Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	<u>U</u>	

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32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	<u>U</u>	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	<u>U</u>	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	<u>U</u>	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider's facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider's facility.	<u>U</u>	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	<u>U</u>	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider's facility within two (2) hours of such release or title acquisition by the Service Provider.	<u>U</u>	

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38.	***Weekly Reporting - A daily "Unmatched" report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	<u> </u>	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	<u> </u>	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	<u> </u>	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	Y	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	Y	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	Y	
Section 3.4 Equipment Condition and Capacity Requirements			
44.	All Equipment requirements described in Section 3.4	<u> </u>	
Section 3.5 – Pricing			
45.	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	<u> </u>	

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46	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	<u>U</u>	
47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	<u>U</u>	
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	<u>U</u>	
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	<u>U</u>	
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider's storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider's Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	<u>U</u>	

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51	***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.	<u>U</u>	
52	***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.	<u>U</u>	
53	***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.	<u>U</u>	
54	*** Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.	<u>U</u>	

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55	<p>***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.</p>	<u> </u>	
56	<p>***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.</p>	<u> </u>	
57	<p>*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City’s Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.</p>	<u> </u>	

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58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	<u>U</u>	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	<u>U</u>	

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60	<p>***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.</p>	<u>U</u>	
61	<p>***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.</p>	<u>U</u>	
62	<p>***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)</p>	<u>U</u>	
63	<p>***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.</p>	<u>U</u>	
64	<p>***The Division Wrecker Service Provider shall be deemed to have engaged in a "Billing Violation" if it: a) charges a Vehicle Owner, the City or the City's Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City's Authorized Agent for Services not actually performed.</p>	<u>U</u>	
65	<p>***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.</p>	<u>U</u>	

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Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	<u>Y</u>	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	<u>Y</u>	
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	<u>Y</u>	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	<u>U</u>	

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REQUIRED FORM 7 – Service PROVIDER’S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: Bradley’s Wrecker Service, Inc.

1. Where are your company’s corporate headquarters located?
 - a. 2909 Boxmeer Drive Charlotte, NC 28269
2. How many years has your company provided the Services described in the RFP?
 - a. 13+ years as division service provider. Since 2001
3. How many public sector clients does your company have?
 - a. Approx. 215 clients
4. Provide an overview and history of your company.
 - a. Bradley’s Wrecker Service, Inc. and Bradley’s Truck Service, Inc. work hand in hand to provide a wide range of services to the diesel truck industry in this region. We operate a full service garage that has multiple bays. We operate a 24/7 emergency breakdown service with 5 service trucks. We have 8 heavy wreckers for towing and recovery in this industry. We also operate 2 power units and a 42’ Trail King trailer for hauling buses or containers or wrecked trucks and trailers. We also have 5 roll backs all with wheel lifts and 1 snatch truck for working in the passenger vehicle industry.
 - b. Bradley’s Truck Service, Inc. has operated in Charlotte, NC for nearly thirty years. In 2001 we were awarded a Division Wrecker contract with the City, at which time we organized Bradley’s Wrecker Service, Inc.
 - c. Over the years we have had a significant growth in our customer base. We currently have over 200 customer accounts. In addition to these accounts we serve a wide variety of cash customers as well. We accept all major credit and debit cards. We also accept com-Chek and T-Chek. Michael Bradley started Bradley’s Truck Service in 1986 and established Bradley’s Wrecker Service in 2001. He has a vast amount of experience in the Wrecker and Diesel Service Industry. His skills also include a long history of servicing and towing vehicles. This experience has provided the foundation for his successful tenure in the Charlotte Market.
Bradley’s has built a solid business on honesty and trust. Our goal is to expand as a service provider for the City of Charlotte. We are bidding on the following divisions; Freedom, North and University City.
5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.
 - a. See Organization Chart in **Supplemental Information**

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6. Describe your company's customer service philosophy and describe how it is communicated and reinforced throughout the organization.
 - a. Our general attitude concerning customers is to do whatever it takes to service them. Bradley's has been known for our desire to accept tasks that others would turn down. Difficult situations and tough jobs will always be available in this industry, but Bradley's has built a reputation for saying what we can do and doing what we say we will do. We strive to never turn a customer in need away. Going when no one else would has gained us many new customers over the years. We have regular staff meetings to make sure that from our telephone attendants to our techs on the streets, we maintain an attitude of service, making sure our customers know that we are there to help them get out of the trouble they are in. We also conduct monthly safety meetings. Keeping good safe habits is just as important to customer service.
7. Describe your company's approach to total quality management and describe your company's total quality plan.
 - a. We manage quality in several ways:
 - i. Monitored phone calls- We monitor all phone calls to assure that our dispatchers and office staff handles every situation thoroughly and correctly. Misunderstandings, mishaps and misinformation have consistently declined since we have incorporated this management tool. It also is invaluable for training purposes and customer follow up.
 - ii. We have security cameras, which serve to protect our employees as well as protect customer vehicles and belongings. These cameras are often used to make sure that staff is where they are assigned to be keep everyone accountable.
 - iii. We also encourage our staff to be proactive in quality control. We attempt to foster a freedom for them to express opinions and concerns. When they bring legitimate ideas to management, concerning quality or safety we try to immediately move on implementing those ideas where possible.
 - iv. We utilize GPS tracking devices to monitor our truck routes, times and speeds. We have found this to be advantageous in monitoring the quality of our service.
 - b. Our basic overall plan for quality is to never repeat the same mistake and always learn something from the few we do make. We have found that simply communicating on a consistent and direct basis is key. Making known any needs and desires of management to the staff, then listening to our employees, we can work toward the highest quality possible.
8. Describe your company's continuous improvement program and how your current customers benefits from your service improvements.
 - a. In our business, time is of the essence, so it is important to keep employees motivated. Salary is only one of many ways to motivate, so each month we print out charts and graphs that show the amount of tows or service calls that the employees perform. While many are satisfied to be in the middle, others strive

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for the top no one wants to be last, so this serves to keep the unmotivated a little more encouraged to go. This improves our arrival times and thereby benefits our customers.

9. Describe your company's experiences in adapting to changing technologies.
 - a. We have seen many changes over the years in way of technology. There are things in use today that I never thought possible. Here are a few ways that we have changed and it has been for the benefit of everyone involved:
 - i. Computer(desk tops) were the first big changes here in the early 90's
 - ii. Today we have high speed internet connection and Wi-Fi for laptops in the service dept.
 - iii. Our payments systems have benefited by our drivers and techs using smart phones. They can swipe a CC on the spot and email receipts to customers from the phone.
 - iv. Our supervisors can log into our security cameras from home and see what is happening at the office.
 - v. Monitoring phone calls and storing them online for future reference and training is great quality control.
 - vi. We have GPS tracking in our trucks and can historically chart their routes at any time, giving speeds, time of day and idle times. Management can access these tracking systems from home and see where the trucks are currently.
 - b. We have seen a great benefit in the efficiency of our staff and customer service with most of this technology,
10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.
 - a. The process of deployment of personnel rest specifically with the dispatcher on duty. The dispatcher is the center of all deployment and keeps a log of all working calls. There are others who help answer calls when the phones are busy, but no calls are dispatch unless the dispatcher knows and logs the call.
 - b. Our policy is that all logistical decisions in regard to tow calls should originate at one central location, the dispatchers desk.
 - c. Any problems, customer complaints or cancellations of service by the customer is reviewed and investigated by a supervisor. This is to insure that, one; we have taken every step possible to provide the service requested, two; to understand more specifically why a customer cancelled and third; to remind our staff that quality customer service is always our goal.
11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided)
 - a. See "Customer List" in **supplemental information**.

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12. Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.
 - a. Bradley's Wrecker Service, Inc.
 - i. President-Mike Bradley
 - b. Bradley's Truck Service, Inc.
 - i. President-Mike Bradley
 - c. Both companies are operated by the president Mike Bradley. All shares of the corporations belong to Mike and Ouieda Bradley.

13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.
 - a. Bradley's Wrecker Service, Inc. is currently contracted with the Division Wrecker Services for the Freedom District.
 - i. Bradley's contact for all related division communications is Jamey Green. Mr. Green monitors and oversees all day to day operations for the division wrecker service's needs. He also has open communication with the Division Wreckers Service's contract monitor.
 - ii. Jamie Harmon is our lead dispatcher and has the responsibility of supervising the other dispatchers. Mr. Harmon has a law enforcement background and has many years' experience dispatching for Bradley's in regard to divisions wrecker services. He assists in the hiring and training process of dispatchers. Jamie Harmon answers directly to the Operations Mgr., Jamey Green.
 - iii. Contract drivers, those who perform duties for division wrecker services, answers direction to the dispatchers while on duty. In regard to any human resource type issues they report to the Operations Mgr., Jamey Green or the Office Mgr., Martha Green. These positions in regard to the hiring process or employee discharge issues are supervised by the Operations Mgr.
 - iv. The Operations Mgr., Jamey Green, reports to President, Michael Bradley and keeps him updated on all business and issues.
 - v. See also the Organization Chart in supplemental information.

14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the

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- last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.
- a. N/A
16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.
- a. N/A
17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.
- a. Our Dispatch supervisor, Jamie Harmon, is certified in computer hardware/software installation and trouble shooting. His certification, the CompTIA A+, assures individual can troubleshoot networking and security issues within operating systems such as Apple, Android, Windows and more. CompTIA A+ is a vendor neutral certification, which means that A+ certified professional can proficiently work with an extensive variety of hardware. Mr. Harmon has worked to train other individuals with-in our organization that has shown a proficiency in computer hardware/software/networking skills, such as Randy Stone and TW Nickel.
18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.
- a. During normal business hours, Monday thru Friday Bradley's has one dispatcher and (4) four other office staff that assist in answering calls while performing other tasks. The president, Mike Bradley and the Operations Mgr., Jamey Green are in the office as well.
 - b. During Normal business hours, Monday thru Friday Bradley's has approx. 6 CDL drivers and 2 non CDL drivers on hand for towing and recovery.
 - c. During afterhours and weekends, Bradley's has 1 dispatcher, 1 CDL driver and 1 non CDL driver on duty. Bradley's also has 2 CDL drivers that are on standby as needed.
19. What steps will your company take to ensure that the transition of Services run smoothly?
- a. With Bradley's there should be no transition of services issues. We currently serve the Freedom division and hope to continue.
 - b. Should we be awarded the two additional divisions, North and University City, we may hire additional staff if the need arises, but we believe that our current structure, level of staff and list of equipment will serve all 3 divisions thoroughly and efficiently.
 - c. The transition of divisions will be monitored closely and we will take any steps necessary to assure the city that all will run smoothly.

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20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.
 - a. Our scheme is to keep the city updated on any issues that arise or problems we may have. In regard to communications, the reporting structure required by the city is currently in place at Bradley's and has been in use for approx. 13 years. We have always had an open line of communications with the city's contact monitor.
21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?
 - a. With any contract, the risk is not being able to perform at the level needed. We are fortunate to always be functioning at the level needed. In the event of an unforeseen situation, we have maintained a good working relationship with other tow company's in our area. We have made it known that they could depend on us if ever needed and we hope to depend on them if we are ever in need of their help, specifically Larry Campbell's, Hunter and Eastway; all are current division wrecker service providers.
22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.
 - a. Physical plant security- We maintain a host of security cameras, some of which are, positioned at all gates and doors. Our gates are locked after hours and controlled remotely by the dispatcher. If a dangerous situation occurs, our staff is directed to call 911. They are then directed to contact their immediate supervisor. The impound lot where customer vehicles are stored is protected by a second fenced lot with an additional remote controlled gate. The dispatcher is the only one authorized to open the get.
 - b. Electronic data security- We maintain anti-virus software for all desktops and our server. All staff that has access to computers. They do so with a specific log in and password. We maintain different levels of access and all of our data is backed up to a remote hard drive and copies are kept offsite. Our policy is communicated to all employees that no documents, files, customer account lists, etc. is to be removed from the office.
 - c. All hard copy documents are maintained in metal file cabinets. Any personal employee data is maintained in Martha Green's office, which is locked at all time when she is not present.
 - d. Bradley's maintains a secured physical plant site, as described above, to additionally provide a secure environment for our employees. We continually discuss in our safety meetings the importance of being vigilant at all times. Our routine must never lull us into being unaware of our surroundings.
 - e. The dispatchers are responsible for observing and reporting all suspicious issues or events after hours and on weekends. They control the cameras and the gates; therefore it is there duty to monitor all. They are required to know where they're on duty employees are at all times, and required to check in with them regularly for their safety. It would be they're duty to contact authorities for an emergency and report immediately to a supervisor.

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- f. During normal business hours, the dispatcher still monitors cameras and gates. The supervisors for dispatch, shop or operations mgr. would be involved in handling any security issues that would occur.
23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.
 - a. We have posted rates per the current contract.
 - b. We also provide a written itemized
24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.
 - a. From the scene of an accident, the customer would receive a business card with our contact numbers.
 - b. We are listed in the yellow pages, have a website and the division wrecker services have our contact numbers for anyone making an inquiry to them.
 - c. We also provide our email addresses on the website
25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.
 - a. We first take the complaint and investigate to see if there is evidence or validity to the claim.
 - b. If there is, we offer a solution that is manageable to us and acceptable to them. Then we perform that duty to resolve the issue.
 - c. If there is no evidence of their claim, and the validity of the claim seems unreasonable, we attempt to explain how it is unreasonable. There have been instances when we acted on the demands even when we felt it was not justified in order to make the customer happy.
 - d. If they cannot be satisfied and we find no evidence and they're demands seem unreasonable and we are at an impasse then I suggest they file a police report. That usually settles it.
26. State what, if any, certifications your organization requires for Wrecker Drivers.
 - a. Other than the proper state licensing for the vehicles they operate we do not require any further certifications.
27. Describe in detail your internal procedure(s) on how to perform a tow.
 - a. A driver is required to do a complete check of his truck before he begins a shift to assure he has everything that is needed.
 - b. Arriving at a scene the driver is instructed to wait until the attending officer turns the scene over to them.
 - c. Once in charge of the scene, the caution and beacon lights are turned on.
 - d. Scene is checked for debris that would hinder positioning of the truck.
 - e. The truck is positioned for retrieving the vehicle, parking brakes are set, PTO engaged and in most cases the wheels are chocked.

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- f. The bed or wheel lift (whichever is necessary for this tow) is engaged into position.
 - g. The winch cable is engaged to reach the vehicle, the proper hook attachments are located and the winch cable is hooked to the proper places on the frame of the vehicle, (or the wheel left is engaged and the L-arms are fastened properly to the tires.)
 - h. The winch is now engaged and the cable is drawn in pulling the vehicle onto the bed (or the wheel left is engaged, raising the vehicle where the tires can be properly strapped and secured to the wheel lift.
 - i. Once the vehicle is on the bed, the bed is raised and the vehicle is strapped and secured down using a four point tie down system with one safety strap, usually on the driver's side connected to the front tire of the vehicle with the ratchet or securing mechanism being affixed to the bed of the truck.
 - j. Once the vehicle is loaded, any accident debris is cleaned up, any oil or liquids from the accident are soaked up with oil dry and swept up and all parts of the vehicle is secured.
 - k. The driver will then pull to the side of the road so the officer can reopen the highway.
 - l. At this time, the driver will check with the vehicle owner, determining if they will ride to our facility or if they need their vehicle towed to another location, etc. They will answer any questions the customer may have.
 - m. If they are not riding to our facility and the vehicle is going to our lot, we will provide them with a contact card.
 - n. The driver then checks with the attending officer, completes drivers portion of the tow-in form, obtains the blue copies.
 - o. Driver will confirm any inventory officer lists and confirm with owner with signatures.
 - p. Once the scene is cleared and all documents are signed and the vehicle is secured we leave and return to our lot for unloading.
 - q. Once the vehicle is unloaded, the driver documents the lot location.
 - r. Driver Returns all paperwork to the dispatcher.
 - s. The dispatcher inputs all vehicle information into the TVI system
28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.
- a. Premises
 - i. Ensure that access to premises is controlled where appropriate,
 - ii. Minimize risk of fire and injury with good housekeeping and safety practices.
 - b. Equipment
 - i. Maintain the security of capital assets, particularly moveable equipment which is subject to theft: We house assets in controlled access areas only,

Section 7 Required Forms

supervise employee use, keep capital asset records which identify location and assigned employees.

- ii. Utilize the suggestions of our insurance programs for marking or otherwise identifying high risk items

c. Supply Inventories

- iii. Control supply inventories by restricting access, keep adequate records and avoid overstocking and using appropriate controlled distribution methods.

d. Cash

- iv. Minimize cash on hand and exercise appropriate cash security measures.

e. Insurance

iiv. We maintain quality insurance for all segments of our business. After all of our safety meetings, control measures, training and efficient procedures, we protect ourselves and our customers with sufficient and quality insurance coverage.

29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.

- a. We are experienced and operate efficiently in all segments of the towing industry. Our specialty area would be in the towing and recovery of the heavy diesel industry and the emergency transportation of specialized disaster relief equipment.

30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

- a. In the event, we cannot provide a needed service for the division wrecker services, we would contact a division provider that we have mutual back-up agreements with to, assure the division wrecker services, and would maintain seamless service.

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REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

SERVICE PROVIDER: Bradley's Wrecker Service, Inc.

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

Bradley's Wrecker Service, Inc.

NAME OF FIRM

BY: Michael Bradley

SIGNATURE OF AUTHORIZED OFFICIAL

President

TITLE



REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	N/A
----------------------	-----

Please indicate if your company is any of the following:

MBE WBE SBE None of the above

If your company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that were employed by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed):

N/A

Identify outreach efforts that will be employed by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

N/A

[Form continues on next page]

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List below all **MWSBEs** that you intend to use on this Contract.

Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #
N/A			
N/A			
N/A			
N/A			

Total MBE Utilization	%
Total WBE Utilization	%
Total SBE Utilization	%
Aggregate MWSBE Utilization	%

Date

Name of Company

Estimated Total Contract Value

Name, Title and Signature

Required form 12 – references

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	WOTCO
Contact Name	JON HEFFSTETLER
Phone Number	704-333-5441
Email Address	JON@WOTCOTOOLS.COM
Reference 2	
Company Name	CAROLINA POWERTRAIN
Contact Name	JIMMY HARRIS
Phone Number	704-596-8611
Email Address	JIMMY@CAROLINAPOWERTRAIN.COM
Reference 3	
Company Name	CHARLOTTE TRUCK CENTER
Contact Name	RICHARD HELMS
Phone Number	704-597-1110
Email Address	RHELMS@CHARLOTTETRUCKCENTER.COM
Reference 4	
Company Name	FLEETPRIDE
Contact Name	SHANE RIGGS
Phone Number	704-596-6967
Email Address	SHANE.RIGGS@FLEETPRIDE.COM
Reference 5	
Company Name	TRUCK PARTS
Contact Name	ROGER MCKAY
Phone Number	704-332-7909
Email Address	RMCKAY@TRUCKPARTSINC.COM

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Required form 13 – Equipment list

RFP # 269-2015-052

Towing Services

Service Providers shall indicate below each piece of equipment they intend to use to provide the Services along with the quantity of each type of equipment and the towing capacity. Additional lines or pages may be added to this table as needed.

Vehicle Description	Quantity	Towing Capacity	Model Year
Service Truck	1		1995
Service Truck	1		2001
Service Truck	1		2002
Service Truck	1		2006
Service Truck	1		2007
Service Truck	1		1998
Rollback	2	12,000 lbs.	2002
Rollback	1	12,000 lbs.	2003
Rollback	1	12,000 lbs.	2004
Rollback	2	12,000 lbs.	2006
Heavy Wrecker	2	100,000 lbs.	1989
Heavy Wrecker	1	100,000 lbs.	1990
Heavy Wrecker	1	100,000 lbs.	1992
Heavy Wrecker	1	100,000 lbs.	1997
Heavy Wrecker	1	100,000 lbs.	2000
Heavy Wrecker	1	100,000 lbs.	2005
Heavy Wrecker	1	100,000 lbs.	2009
Tractor	1	80,000 lbs.	1998
Tractor	1	80,000 lbs.	2002
Trailer	1	20 ton	
Trailer	1	25 ton	2000
Parts Truck	1		1993
Dump Truck	1	16 ton	2001
Backhoe	1		2001
Skid steer	1		2000
Mini Excavator	1		2000

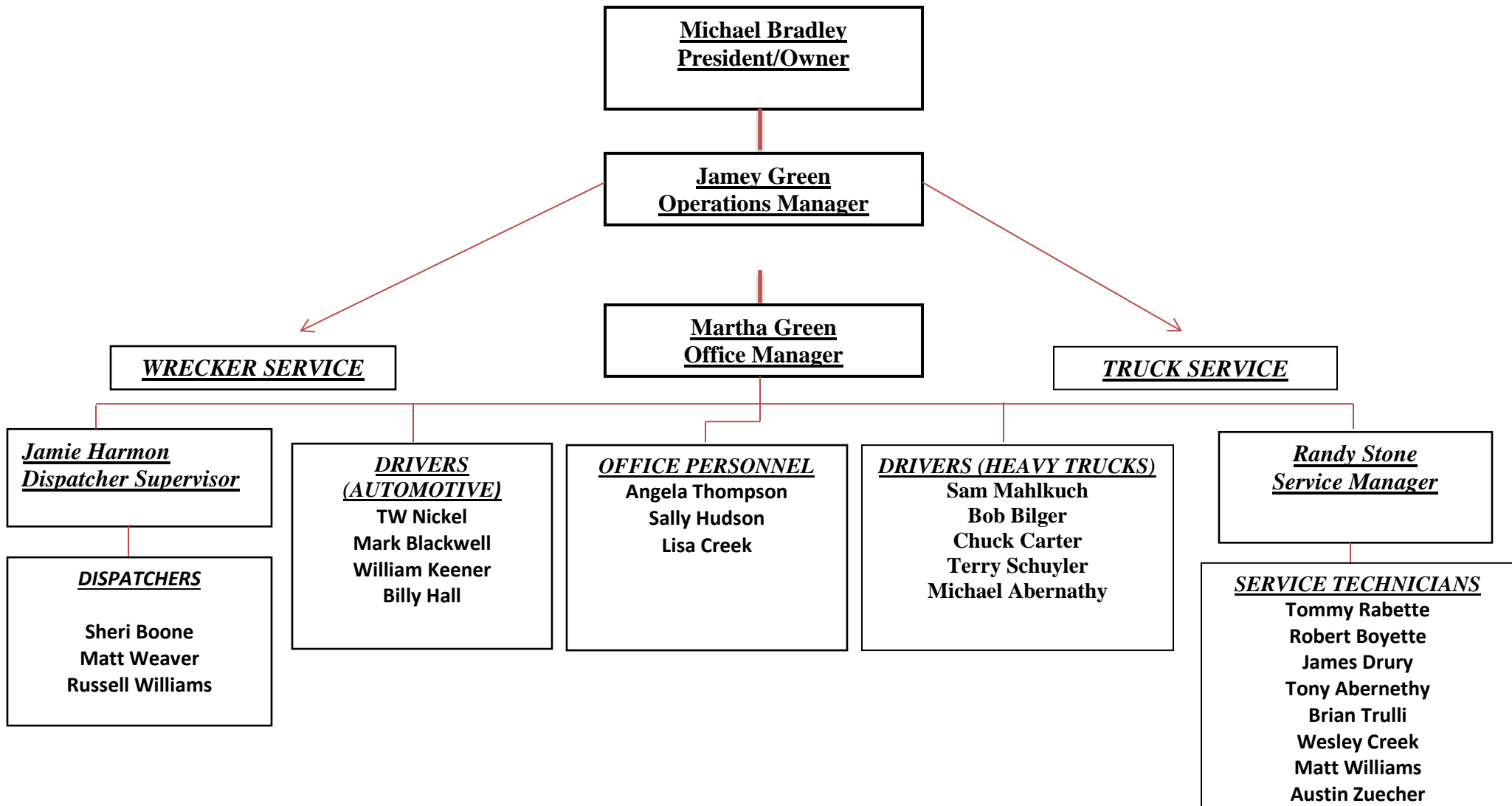
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There are no exceptions to the remainder of the RFP, including the Sample Contract in Section 8.

Supplemental Information

Supplemental Information
Organization Chart
Required Form 7 Question 5



The remaining pages has been redacted from the proposal

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Form Six	Financial Resources Data
Form Seven	Service Provider Background and Experience
Form Eight	Criminal Records Check Consent
Form Nine	Financial Information Release
Form Ten	Compliance Certification
Form Eleven	MWSCE Subcontractor Utilization
Form Twelve	Reference
Form Thirteen	Equipment List

Dellinger Wrecker Service Inc

10256 Industrial Drive
Pineville, NC 28134
704-588-3875 1-800-771-0182

Dellinger Wrecker Service, Inc. has been in business since April 1994 and as of April 1994 we have completed towing and recovery for the City of Charlotte. This includes police cars, utility equipment, fire department vehicles, and waste management vehicles. For the past 14 years we have completed all job descriptions of the current proposal.

Since beginning in 1994, the business has been headed by Edgar T. Dellinger Jr. who resides nearby at 136 Amon Lane in Pineville. A family owned business.

Dellinger Wrecker Service Inc. offers light and heavy duty towing and recovery, as well as 4 x 4 off road and water recovery. We also handle tire changes, lockouts and fuel delivery. By having specialized equipment and trained qualified employees, our company can offer and provide excellent services as required for the forth-coming proposal.

We are located in a prime location being easily accessible to Interstates 77, 485 and also to Highways 51 and 521. Interstate 485 is now open all the way to Highway 16 which gives us fast access to the West side of Mecklenburg County. We also are in walking distance to the new CATS light rail at the 485 and South Boulevard station.

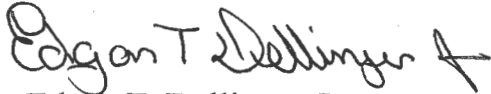
If giving the opportunity to continue servicing our existing three zones with hopes of consideration for a forth zone, we fully pledge to continue to provide first class service when called upon to the City of Charlotte and any other Government agencies 24 hours a day, 365 days a year. We have qualified dispatchers on

premises 24 hours a day, 365 days a year. We agree to follow all guidelines set forth in the new RFP pertaining to fees and service agreements.

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

This Proposal is a firm offer for the five year term with two one year options. All prices quoted shall be firm and fixed for the full contract period.

Sincerely,



Edgar T. Dellinger Jr.
President

edellinger@dellingerwrecker.com

704-553-1611 Dispatch Fax

704-889-1050 Administration Fax

Proposed Solutions

3.1 General Scope.

Dellinger Wrecker Service, Inc. accepts the proposal from the City of Charlotte. We are seeking to maintain 3 existing zones we service which are the Providence Division, the South Division, and the Steele Creek Division with hopes of consideration for a 4th zone being the Westover Division. We will also be submitting bids for the Fleet Towing Services.

3.2 Division Wrecker Services Scope.

Dellinger Wrecker Service, Inc. wishes to continue to provide the City of Charlotte with the best service for each division if and when we are awarded. We have a proven track record for many years of providing this service. We fully understand and agree to abide by the scope of division wrecker services. We have read Exhibit C, in Section 8, beginning on page 112, also Exhibit D, in Section 8, beginning on page 116, and Exhibit E, in Section 8, beginning on page 120. We fully agree and accept all guidelines.

3.2.1 Division Wrecker Boundaries.

Dellinger Wrecker Service, Inc. understands all division boundaries and those boundaries are subject to change at any time. We agree not to assign any part of any zone without permission from the City of Charlotte.

3.2.2 Wrecker Division Statistics.

Dellinger Wrecker Service, Inc. understands the City of Charlotte does not guarantee any specific number of calls for any time period.

3.2.3 Division Wrecker Operational Procedures.

Dellinger Wrecker Service, Inc. acknowledges all operating procedures for each department be followed as found in Section 8, Exhibits C, D, and E and also understands 3.2.3.1 through 3.2.3.11.

3.2.4 Wrecker Driver Requirements.

Dellinger Wrecker Service, Inc. currently follows all of the requirements listed in 3.2.4.1 through 3.2.4.9.

3.2.5 Physical Plant Requirements.

Dellinger Wrecker Service, Inc. currently maintains a storage lot being 4.75 acres which exceeds the requirements by the City of Charlotte, and also we currently meet the office building requirements.

3.2.6 Release of Motor Vehicles.

Dellinger Wrecker Service, Inc. currently meets all faulty and staffing requirements required by the City of Charlotte. Dellinger Wrecker Service, Inc. currently follows the release process as indicated in Addendum 2 and will continue to do so.

3.2.7 Payment Acceptance.

Dellinger Wrecker Service, Inc. understands all payment options and has historically and currently follows the same guidelines.

3.2.8 Division Wrecker Customer Service.

Dellinger Wrecker Service, Inc. understands the importance of customer service. Our staff will make every attempt to fulfill any and all owner requests and inform the customer of any deviations. All employees are directed to never argue or become abusive with any vehicle owner.

3.2.9 Division Wrecker Miscellaneous.

Dellinger Wrecker Service, Inc. currently meets all miscellaneous requirements being 3.2.9.1 through 3.2.9.4.

3.2.11 Division Wrecker Reporting Requirements.

Dellinger Wrecker Service, Inc. currently has software in place to meet all reporting requirements.

3.5 Division Wrecker Pricing.

Dellinger Wrecker Service, Inc. agrees to all wrecker pricing according to contract.

3.6 Response to Calls for the Division Wrecker Service.

Dellinger Wrecker Service, Inc. agrees to respond in the designated time frame for all division wrecker services.

More detailed information can be found in Section 7, Form 7

Official Name.

Corporate address:

Dellinger Wrecker Service Inc.
128 Amon Lane
Pineville, NC 28134

Mailing address:

Dellinger Wrecker Service Inc.
P.O. Box 396
Pineville, NC 28134

Physical address:

Dellinger Wrecker Service Inc.
10256 Industrial Drive
Pineville, NC 28134

We are incorporated in the State of North Carolina and have no subcontractors or joint ventures partners at this time.

Background

Edgar T. Dellinger Jr. having over 37 years of experience in the towing and recovery industry, obtained his expertise and knowledge through such companies as Catoe's, Hunter's and Beaty's. Having a life long ambition to start a towing business, Dellinger Wrecker Inc. was established on April 1, 1994.

The business was operated from Mr. Dellinger's home at 128 Amon Lane in Pineville. At this time he operated with only one truck. A second truck was added a few months later and the late Mr. Edgar T. "Sonny" Dellinger Sr. was hired to dispatch at night, now the business is running 24 hours a day.

One and a half years later, the business was once again expanded by moving into a larger building with a garage and a half-acre lot at 10900 Nations Ford Rd in Pineville NC. An automobile repair shop was opened for business and a mechanic and a service manager was hired.

In 1998, Dellinger Wrecker made a move to a larger facility with more room and four plus acres of storage area. The company has increased its number of service trucks and has continued in order to meet the needs of both private and contractual business obligations.

Dellinger wrecker has been operating and providing service for 21 years.

Experience

Dellinger Wrecker offers customer service for the towing industry ranging from Class 1, Gvw 0-6000lbs. light duty for the smallest towing such as disabled vehicle, tire repairs, lock outs, winching and small roll over recovery to a Class 8, Gvw 130000lbs heavy duty for larger tasks. Having the experience to recover vehicles from water as well as boats, our Landoll has the accomplishment of not only moving heavy equipment but has had the opportunity to move an airplane across town and a house for many miles. Our modern air bag system and Heavy Duty 50 ton Rotator has assisted many over-turned tractor trailers, and we offer the only 4x4 off road recovery vehicles on line.

Dellinger's has provided towing service to the following agencies since the start of business, April 1994:

Town of Pineville

Pineville Police

Pineville Fire Dept.

Charlotte Mecklenburg Police Dept.

Charlotte Housing Authority

City of Charlotte

Mecklenburg County

North Carolina Department of Transportation

General organization and staffing

At Dellinger Wrecker Inc. we provide professional towing with dependable and efficient service. Having our CEO, President, Edgar T. Dellinger Jr. and General Manager, Tom Rivers and also our accounting department onsite, allows us to handle any and all issues that may arise.

Edgar T. Dellinger Jr. having years of knowledge and experience in the towing industry has an open door policy which allows his employees to discuss any problems or situations and resolve them in a friendly manner, with fairness and complete confidentiality.

By using the most up to-date equipment, Dellinger Wrecker Inc. is able to assist the Charlotte Department of Transportation, Code Enforcement Division and Charlotte Mecklenburg Police Department and any other agency in any situation. Having a fully trained staff and by viewing the attached staff and equipment reference sheet, will ensure our capability to handle all needs to provide quality towing.

Dellinger Wrecker Inc. offers customer service 24 hours a day, 7 days a week from the smallest towing jobs such as disabled vehicles, tire repairs, locks outs, winching and roll over recovery, as well as recovering vehicles and boats from water. To the larger jobs of moving heavy equipment with our Landoll or using our modern air bag system and Heavy Duty 50 Ton Rotator to handle any over-turned tractor trailer recovery. We also have the only 4 x 4 Off Road recovery vehicles ready to roll.

Dellinger Wrecker Service, Inc.
10256 Industrial Dr.
Pineville, NC 28134
704-588-3875
Fax 704-889-1050
Employee list as of 4/21/2015

Edgar T. Dellinger, Jr.
President/CEO/COO/DOT
Tom Rivers
General Manager

Office Personnel

Laura Hall	Office Manager/Accts. Payable
Lisa Matras	Accts. Receivable
Shannon Davis	Adm. Assistant

Dispatchers

Andy Irvin	Dispatch Manager
Cheryle Long	1 st shift
Austin Irvin	1 st shift
Bernard Howard	2 nd shift
Tommy Thompson	3 rd shift
Lisa Roberts	3 rd shift
Lisa Smith	1 st shift/PT weekends

Shop

Scott Foutts	Shop Manager
Mello Serio	Technician
Myron Belk	General Service Technician

Drivers

Charlie Hunt	Driver Manager
Jay Houchin	Team Leader
Eddie Luckey	Team Leader
Robert Atkinson	Team Leader
Rashard Roseborough	Driver
Darrell Wolfe	Driver
Matt Lineberger	Driver
Derrick Nelson	Driver
Luke Gatlin	Driver
William Lyons	Driver
Ricky Dellinger	Driver
Myron Belk	Driver
Donnie Helms	Driver
Curtis Sherer	Driver
Tim Jacobs	Driver

DELLINGER WRECKER SERVICE INC. UNIT & DESCRIPTION

#	YEAR	MAKE	MODEL	TYPE	VIN #	GVW	PER HOUR
1	1994	FORD	F SUPER DUTY	CONV. WHEEL LIFT	1FDLF47K7REA06724	15000	
2	1998	INTERNATIONAL	4700	FLATBED 19 FT.	1HTSCAAM2WH558632	25500	
3	1999	FORD	F-550 SD	FLATBED 19 FT.	1FDAF56F6XEE67394	19000	
4	1995	FORD	F-450 SD	CONV. WHEEL LIFT	1FDLF47F6SEA47273	15000	
5	2000	FORD	F-550 SD	CONV. WHEEL LIFT	1FDAF56F1YEC73566	17500	
6	1999	INTERNATIONAL	4700	FLATBED 22 FT.	1HTSCAAMOXH693402	25500	
7	1996	PETERBILT	377	03 VULCAN VT50	1XPCD69X6TN402972	50000	
8	2007	PETERBILT	378	JERR DAN HDL1000/565	1NPFBOX37N689970	80000	
9	2013	BOBCAT	T650	COMPACT TRK LOADER	A3P016179	10000	
10	1995	FORD	F SUPER DUTY	CONV. WHEEL LIFT	1FDLF47F5SEA03359	15000	
11	2010	FORD	F-550 SD	FLATBED 19 FT.	1FDAF5GROAEA60607	19000	
12	1999	UNITED EXPRESS	TRAILER	20 FT. TRAILER	48B50052241044843	7500	
14	1990	INTERNATIONAL	9300	6X4 TRACTOR TRK.	SHSFGGRR9LC041116	50000	
15	1999	FORD	F-650	M.D. INTERGAT	3FDWF65H9YMA04496	26000	
16	2004	BOBCAT	S175	SKID STEER LOADER	517626869	N/A	
17	1980	FORD	F100	4X4 OFF ROAD	1FTDF1YF1BNA01295	5500	
19	1998	CARSON	TRAILER	4X8 MOTORCYCLE	NCX1143753	2500	
20	1986	KENILWORTH	W900	TRACTOR TRK.	1XKWD29X4GS330916	40023	
22	2000	FORD	F-450 SD CC	CONV. WHEEL LIFT	1FDXW46F4YEA90053	15000	
23	1997	FORD	F-800	FLATBED 21 FT.	1FDWF80C4VVA05872	26000	
24	2006	PETERBILT	335	FLATBED 21 FT.	2N9LHD6XX6M649665	26000	
25	2002	EZ GO	WORKHORSE 1000	GOLF CAR DUMP BED	1549067	2000	
26	2003	EZ GO	FREEDOM SE	PDS GOLF CAR 4 SEATER	2707293	2000	
27	2005	KENILWORTH	T-300	FLATBED 22 FT.	2NKMHY6X46M118530	26000	
28	2006	FORD	F-350 SD	4X4 CC PICK UP	1FTWW31P86EB41402	11400	
29	1999	YAMAHA	G19E	GOL CAR 4 SEATER	JR1401240	2000	
31	1993	FORD	E-350	14 FT CUBE VAN	1FDKE37G8PHA55902	11000	
32	2000	LANDOLL	660	53' TRAILER	1LH660WH9Y1A10698	77000	
33	1997	TOYOTA	TACOMA	EXT CAB PICK UP	4TAVL52N1V2241454	4500	
34	2003	TOYOTA	COROLLA	4 DR SEDAN	JTDBR32E430003366	3580	
35	2006	INTERNATIONAL	4300	FLATBED 21 FT.	1HTMMAAM06H321563	25500	
36	2007	HORTON HAULER	CAR HAULER	40' GOOSE NECK	5E2G1322571029694	15600	
37	2000	INTERNATIONAL	4700	FLATBED 19 FT.	1HTSCAAM9YH311868	25500	
38	2002	INTERNATIONAL	4300	FLATBED 19 FT.	1HTMMAAM32H523534	25500	
39	2009	CARRY-ON	TRAILER	5X10 W/ RAMP MC TRL	NCX1155730	2500	
40	2007	KENILWORTH	T-800	ROTATOR 50 TON	1NKDXBEX67J204786	79200	
42	1994	HOMEMADE	TRAILER	ONE CAR TRAILER		10000	
43	1996	TRAILRITE	TRAILER	8X12 DUMP	NCX1128610	10000	

Dellinger Wrecker Service, Inc.

P.O. Box 396
Pineville, N.C. 28134
704-588-3875 Fax 704-889-1050

Dellinger Wrecker Service Inc. offers light duty towing and recovery. We also handle tire changes, lockouts and fuel delivery. By having specialized equipment and trained qualified employees, our company can offer and provide excellent services as required for the forth-coming proposal.

We are located in a prime location being easily accessible to Interstates 77, 485 and also to Highways 51 and 521. Interstate 485 is now almost completed which gives us fast access to all areas of Mecklenburg County.

Since it's being in 1994, the business has been operated by Edgar T. Dellinger Jr., President, who resides nearby at 136 Amon Lane in Pineville. A family owed business.

If awarded the opportunity to once again serve the Fleet Maintenance Division as a provider for this requested proposal we fully commit to all terms and will provide 24 hour a day service 365 days a year when needed. We agree to abide by all terms of the RFP in the new proposal.

Dellinger Wrecker understands all aspects of the proposal. Our past record of performing these same services represents our ability to meet the city's needs. We shall maintain all office personnel, support staff and drivers necessary to continue the level of service expected, as well as maintaining all equipment, information and communication services.

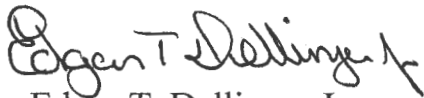
In reference to cost summary will be as followed:

Class One	\$55.00
Class Two	\$75.00
Class Three	\$150.00
Class Four	\$100.00

The information contained in this Proposal or any part thereof, including its exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

This Proposal is a firm offer for the three year term with two one year options. All prices quoted shall be firm and fixed for the full contract period.

Sincerely,



Edgar T. Dellinger Jr.
President

edellinger@dellingerwrecker.com

704-553-1611 Dispatch Fax

704-889-1050 Administration Fax

Proposed Solutions

3.3 Fleet Towing Services.

Dellinger Wrecker Service, Inc. has previously held this contract with a proven track record in the past and has no issues meeting the fleet towing services as list in A through D.

3.3.1 Service Provider Fleet Towing Requirements.

All of Dellinger Wrecker Service, Inc.'s current drivers are equipped and qualified to meet the City of Charlotte requirements for the fleet towing services, as stated in 3.3.1.1 through 3.3.1.4.

3.3.2 Fleet Towing Service Locations/Destinations Operating Requirements.

Dellinger Wrecker Service, Inc. is familiar with all fleet maintenance shop locations and their operating hours. If awarded all requirements A through E will be met.

3.3.3 Fleet Towing Reporting.

Dellinger Wrecker Service, Inc. agrees to report any disruption of service. We understand the record keeping process. We will maintain records for the required 3 year period.

3.3.4 Miscellaneous Fleet Towing Requirements.

Dellinger Wrecker Service, Inc. has performed these duties in the past and is prepared to provide the same service. In reference to both inclement weather support and any special events.

3.4 Equipment Condition and Capacity Requirements.

Dellinger Wrecker Service, Inc. has performed these services in the past and has met the response timelines. We have reviewed Section 3.4.1, line A through P and currently meet all requirements. We also meet all 3.4.2 requirements.

3.5 Fleet Towing Pricing.

Dellinger Wrecker Service, Inc. agrees to abide by all contractual terms if awarded the fleet towing services.

3.6 Response Times for Fleet Towing.

Dellinger Wrecker Service, Inc. agrees to respond in the designated time frame for fleet towing services.

3.7 Security Requirements.

Dellinger Wrecker Service, Inc. meets all the security requirements.

3.8 City Contract Requirements.

Dellinger Wrecker Service, Inc. has read and understand all city contract requirements.

More detailed information can be found in Section 7, Form 7

Section 7
Required Forms

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:

**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

1

4/24/2015

2

5/1/2015

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

Edgar T. Dellinger Jr.

(Please Print Name)

Date

5-1-15


Authorized Signature

President

Title

Dellinger Wrecker Service Inc.

Company Name

Section 7
Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: **Dellinger Wrecker Service Inc.**

Representative (printed): **Edgar T. Dellinger Jr.**

Representative (signed): 

Address: **10256 Industrial Dr.**


City/State/Zip: **Pineville, NC 28134**

Email address: **edellinger@dellingerwrecker.com**

Telephone: **704-588-3875**
(Area Code) Telephone Number

Facsimile: **704-889-1050**
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

Dellinger Wrecker Service Inc.
Service Provider

Authorized Signature

April 24, 2015
Date
Edgar T. Dellinger Jr.
Please type or print name

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: **Steele Creek Division**

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 1st

Company Name: **Dellinger Wrecker Service Inc.**

Company Contact: **Edgar T. Dellinger Jr.**

Contact Phone: **704-588-3875**

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: **South Division**

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 2nd

Company Name: **Dellinger Wrecker Service Inc.**

Company Contact: **Edgar T. Dellinger Jr.**

Contact Phone: **704-588-3875**

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7 Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: **Providence Division**

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 3rd

Company Name: **Dellinger Wrecker Service Inc.**

Company Contact: **Edgar T. Dellinger Jr.**

Contact Phone: **704-588-3875**

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7 Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: **Westover Division**

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 4th

Company Name: **Dellinger Wrecker Service Inc.**

Company Contact: **Edgar T. Dellinger Jr.**

Contact Phone: **704-588-3875**

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

**ATTACHMENT 4
REQUIRED FORM 4B – FLEET TOWING PRICING FORM**

RFP # 269-2015-052

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205 and one (1) hour or less response time:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Light Vehicles & Specialty Equipment of 10,000 pounds GVW or less	\$ <u>65.00</u>
Flat rate cost of Basic Towing Services for Medium Duty Vehicles of 10,001 through 26,000 pounds GVW	\$ <u>85.00</u>
Flat rate cost of Basic Towing Services for Heavy Trucks: 26,001 pounds GVW or more	\$ <u>150.00</u>
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>100.00</u>
Flat rate for Towing disabled <i>loaded</i> refuse heavy trucks to Charlotte Motor Speedway (CMS) landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ <u>100.00</u>

(in addition to tow)

Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Otts Street, Service Providers may provide a per-mile charge to and from the 35-mile radius line.

Type of Vehicle	Per-Mile Rate
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ <u>1.25</u> /mile
Medium Duty Vehicles (10,001 to 26,000 GVW)	\$ <u>1.35</u> /mile
Heavy Truck (26,001 pounds GVW or more)	\$ <u>1.35</u> /mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>1.35</u> /mile

2. Special Circumstances and Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City. Service Providers shall indicate with N/A if they do not offer these services:

Service Description	Unit Cost
Cable installation per vehicle, (Light Vehicle)	\$ <u>30.00</u>
Chain / Cable installation per vehicle, (3/4 and one (1) ton):	\$ <u>30.00</u>
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ <u>55.00</u>
Light	\$ <u>55.00</u>
Medium	\$ <u>65.00</u>
Heavy	\$ <u>75.00</u>
Construction Equipment	\$ <u>75.00</u>
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ <u>25.00</u>
Other:	\$ _____
Other:	\$ _____
Other:	\$ _____
Other:	\$ _____

3. Additional Services Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
Roll back wrecker	\$ <u>75.00</u>
Heavy wrecker	\$ <u>150.00</u>
Landall	\$ <u>125.00</u>
Bobcat or skid steer	\$ <u>125.00</u>
Forklift	\$ <u>125.00</u>
Other:	\$ _____

4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ <u>65.00</u>
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ <u>85.00</u>
Heavy Trucks (26,001 pounds GVW or more)	\$ <u>150.00</u>
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>100.00</u>

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ <u>65.00</u>
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ <u>85.00</u>
Heavy Trucks (26,001 pounds GVW or more)	\$ <u>150.00</u>
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>100.00</u>

Section 7 Required Forms

REQUIRED FORM 5 – REQUIREMENTS MATRIX

RFP # 269-2015-052

Towing Services

The City created a functional requirement matrix to assist the Service Provider in understanding the expectations of the City and to aid in the comparison of Proposals. Each Proposal must include the matrix with the appropriate code denoted by the Service Provider for each requirement of the Project. The inability of a Service Provider to successfully meet all of the functional requirements listed in this matrix will not invalidate the Proposal, although those Proposals, which do meet all of the functional requirements, may be given priority.

Service Providers must provide a response under each and every subsection with one of the following codes to be deemed responsive:

Code	Functional Requirement
“N”	Service Provider cannot meet the requirement.
“Y”	Service Provider currently meets this requirement.
“F”	This requirement will be met if awarded a Contract. (Explanation Required).
“X”	The requirement will be met by the proposed solution in some other way. (Explanation Required).
“U”	Where the Service Provider does not need to respond specifically to the requirement but does need to acknowledge the process or procedure, “U” stands for “Understands and Will Comply”. Requirements where the code “U” is acceptable are noted by three asterisks (***) . All other requirements must have one of the other codes included in this table.

Service Providers must clearly identify any inability to meet defined requirements.

If the Service Provider does not completely comply with a requirement, the reason must be clearly stated and include an alternate solution, if applicable or required, in the “Comments” column of the matrix.

For the requirements requiring detailed information or description, provide as much information as is necessary to adequately respond to the requirement.

If additional response space is needed, the Service Provider must provide the response on a separate page and reference the attached response by section number.

DIVISION WRECKER SERVICES REQUIREMENT		FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information			
1.	***Accuracy of RFP and Related Documents as stated in Section 1.3.	Y	
2.	***Expense of Submittal Preparation as stated in Section 1.5.	Y	
3.	***Proposal Conditions as stated in Section 1.6.	Y	
Section 3.2 – Division Wrecker Scope of Services			
4.	***Wrecker Division Boundaries as described in Section 3.2.1.	Y	
5.	***Wrecker Division Statistics as provided in Section 3.2.2.	Y	
6.	***Operational Procedures as provided in Section 3.2.3	Y	
7.	Wrecker Driver Requirements outlined in Section 3.2.4.	Y	
8.	All Physical Plant Requirements described in Section 3.2.5	Y	
Section 3.2.6 - Release of Motor Vehicles			
9.	Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	Y	
10.	The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	Y	
11.	Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	Y	

Section 7
Required Forms

12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	Y	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	Y	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	Y	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	Y	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	Y	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	Y	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	Y	

19.	***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.	Y	
Section 3.2.11 – Division Wrecker Reporting			
20.	***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15	Y	
21.	***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.	Y	
22.	Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database	Y	

Section 7
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23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	Y	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	Y	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	Y	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	Y	
27.	***In the event of a failure with the Service Provider's internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	Y	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	Y	

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29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract.</p>	Y	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	Y	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service's Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	Y	

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32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	Y	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	Y	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	Y	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider's facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider's facility.	Y	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	Y	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider's facility within two (2) hours of such release or title acquisition by the Service Provider.	Y	

Section 7
Required Forms

38.	***Weekly Reporting - A daily "Unmatched" report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	Y	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	Y	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	Y	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	Y	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	Y	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	Y	
Section 3.4 Equipment Condition and Capacity Requirements			
44.	All Equipment requirements described in Section 3.4	Y	
Section 3.5 – Pricing			
45.	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	Y	
46.	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	Y	

Section 7
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47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	Y	
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	Y	
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	Y	
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider's storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider's Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	Y	

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51	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.</p>	Y	
52	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.</p>	Y	
53	<p>***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.</p>	Y	
54	<p>***Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.</p>	Y	

Section 7
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55	***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.	Y	
56	***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.	Y	
57	*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City's Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.	Y	

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58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	Y	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	Y	

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60	***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.	Y	
61	***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.	Y	
62	***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)	Y	
63	***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.	Y	
64	***The Division Wrecker Service Provider shall be deemed to have engaged in a "Billing Violation" if it: a) charges a Vehicle Owner, the City or the City's Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City's Authorized Agent for Services not actually performed.	Y	
65	***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.	Y	

Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	Y	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	Y	
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	Y	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	Y	

REQUIRED FORM 7 – SERVICE PROVIDER’S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: Dellinger Wrecker Service Inc.

1. *Where are your company’s corporate headquarters located?*

10256 Industrial Drive, Pineville, NC 28134

2. *How many years has your company provided the Services described in the RFP?*

21 years

3. *How many public sector clients does your company have?*

On average 175

4. *Provide an overview and history of your company.*

Edgar T. Dellinger Jr. having over 37 years of experience in the towing and recovery industry, obtained his expertise and knowledge through such companies as Catoe’s, Hunter’s and Beaty’s. Having a life long ambition to start a towing business, Dellinger Wrecker Inc. was established on April 1, 1994.

The business was operated from Mr. Dellinger's home at 128 Amon Lane in Pineville. At this time he operated with only one truck. A second truck was added a few months later and the late Mr. Edgar T. "Sonny" Dellinger Sr. was hired to dispatch at night, now the business is running 24 hours a day.

One and a half years later, the business was once again expanded by moving into a larger building with a garage and a half-acre lot at 10900 Nations Ford Rd in Pineville NC. An automobile repair shop was opened for business and a mechanic and a service manager was hired.

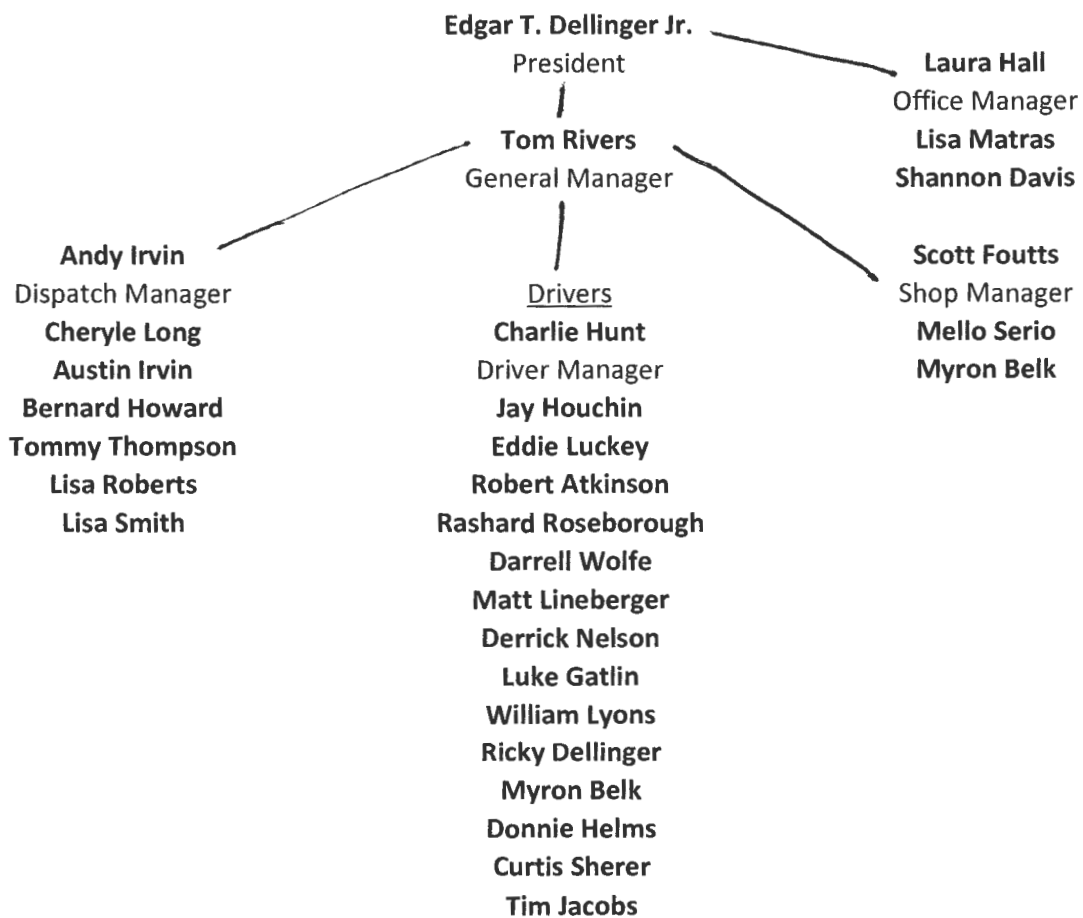
In 1998, Dellinger Wrecker made a move to a larger facility with more room and four plus acres of storage area. The company has increased its number of service trucks and has continued in order to meet the needs of both private and contractual business obligations.

Dellinger wrecker has been operating and providing service for 21 years.

Section 7 Required Forms

5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.

Dellinger Wrecker Service Inc. is owned in full by the President, Edgar T Dellinger Jr.



Section 7 Required Forms

6. *Describe your company's customer service philosophy and describe how it is communicated and reinforced throughout the organization.*

Dellinger Wrecker is dedicated to serving each customer in a friendly and professional manner. (Our mission statement) "Delivering what we think is superior customer service makes no difference at all! In the end, it is the customer's perception that matters!" We hold monthly meetings and training exercises to discuss the concerns and needs of our employees and customers to ensure superior customer service.

7. *Describe your company's approach to total quality management and describe your company's total quality plan.*

Dellinger Wrecker Service, Inc. holds weekly meetings with all department heads. We discuss issues from previous weeks to determine how to best change any concerns. We are committed to whatever changes are necessary to meet and exceed our customer's expectations.

8. *Describe your company's continuous improvement program and how your current customers benefit from your service improvements.*

Dellinger Wrecker Service, Inc. holds weekly meetings with all department heads and we discuss any customer service concerns and make changes to enable us to provide better customer service.

9. *Describe your company's experiences in adapting to changing technologies.*

Dellinger Wrecker welcomes the opportunity to advance its company with the most up to date equipment and technology, such as our new Rotator which allows us to efficiently complete a Heavy Duty Recovery such as a tractor trailer or concrete truck. These events also provide training for our drivers. By experiencing the many different towing situations that arise, gives Dellinger's the exposure and knowledge it needs to be better equipped as to provide quality customer service.

Dellinger Wrecker Service, Inc. has recently purchased and updated all computer equipment with space for growth and change. Dellinger Wrecker Service, Inc. strives to maintain all current technology to help us better serve our customers.

Section 7 Required Forms

10. *Describe your company's approach, policies, and experience with respect to deployment of your personnel.*

At Dellinger's we have dispatchers that are highly trained in all areas of the towing business which ensures that each situation will be expedited properly. They must be able to determine the extent of the service needed, location, and size of the disablement, followed by retaining vehicle and customer information. This enables us to dispatch the most efficient and qualified person for the job and enables us to enter data into the current City's computer system in a timely manner.

11. *Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided).*

Dellinger Wrecker Service, Inc. currently has no customers similar in size, complexity, or location that is similar to the City of Charlotte.

12. *Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.*

Sole Proprietorship, Edgar T Dellinger, Jr.

13. *Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.*

Drivers, mechanics and office personnel reports to Edgar Dellinger (President), Tom Rivers (General Manager) and Laura Hall (Office Manager).

14. *Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.*

Drivers, mechanics and office personnel reports to Edgar Dellinger (President), Tom Rivers (General Manager) and Laura Hall (Office Manager).

Section 7 Required Forms

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.

No organizational changes have occurred in the past 2 years nor will they in the future.

16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

Dellinger Wrecker Service, Inc. is solely submitting this with no subcontractors.

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.

Dellinger's performs extensive backgrounds checks, followed by drug testing and provides on-site training, which consists of a 2 week one on one driver training with hands on experience, to ensure quality service will be provided.

18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.

Dellinger Wrecker Service, Inc. operates 24 hours a day, 365 days a year. Dellinger Wrecker Service, Inc. has adequate staffing in both dispatch and office personnel. We have drivers capable of handling all services requested. We feel it is essential to plan ahead to be sure we have the right number of employees to meet the demand at peak times.

19. What steps will your company take to ensure that the transition of Services run smoothly?

Dellinger Wrecker Service, Inc. currently services 3 zones for the city with the ability to service others and expect nothing but a smooth transition.

Section 7 Required Forms

20. *Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.*

Dellinger Wrecker Service, Inc. currently has TVI and Tow Manager in place. We can provide the city with any information needed with either of these 2 programs.

21. *Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?*

Dellinger Wrecker Service, Inc. has provided the same service for several years. Our number one risk is the hazards our drivers face responding to accidents on Interstates and Highways. We provide drivers with safety vests, safety uniforms, and safety training to lower this risk.

22. *Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.*

Dellinger Wrecker Service, Inc.'s building and lot is secured with high fencing and barbed wire and a high voltage deterrent. Electronic data is stored on a secure network server. All hard copy information is locked in a secure room with company vault. Employee security is maintained through a secure payroll site. Hard copy information is kept secured in a locked cabinet. We shred all documents after 3 years.

23. *Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.*

By verbally letting customers know upon request for service and issuing a bill when the job is complete, along with signage posted at the location of business with complete list of rates. Customers with accounts will receive a copy of bill at the time of services and a final statement at the end of the month.

24. *Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.*

By personal contact at said location, business cards, telephone, fax or email, which is provided on Dellinger Wrecker's web site.

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25. *Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.*

By having the customer first sign a damage waiver upon receipt of services after which the driver has completely inspected the vehicle and documented all and any damages to be kept on file, along with CMPD inventory reports of items from such vehicle, will help to resolve complaints of this nature. Having surveillance cameras and controlled security fence helps minimize any such incidents. If and when a problem arises, a police report will be taken and all documents will be reviewed to help resolve any and all said complaints.

26. *State what, if any, certifications your organization requires for Wrecker Drivers.*

A valid driver's license and or CDL Class A for 26,0001 GVRW or greater vehicle's. Dellinger's performs extensive background checks, followed by drug testing and onsite training such as Wreck Master Training.

27. *Describe in detail your internal procedure(s) on how to perform a tow.*

Call comes into dispatcher.

Dispatcher collects all information and enters into our system: Name, contact number, location of vehicle, reason for tow and destination of the tow.

Dispatcher determines the type of truck best needed for the job.

Dispatcher determines who is clear and the closest to the scene by use of our GPS tracking system.

Driver lets dispatcher know when he/she has arrived on the scene.

Driver analyzes the situation to ensure the best and safest tow.

Driver does the appropriate hook up.

Driver lets dispatch know when he/she is in-route and the destination.

Driver lets dispatch know when he/she has arrived at the destination.

Driver then collects payment before the vehicle is off loaded.

Driver off loads vehicle.

Driver thanks customer for their business.

Driver calls dispatch and tells them that he/she is clear and waiting on next assignment and gives information to be entered into T.V.I. (City's computer system). This information needs to be entered within the four hour allotted time.

Section 7 Required Forms

28. *Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.*

The human factor is the biggest risk involved. Through proper training and support staff we maintain communication with all drivers on scene and a backup team which is on call as needed for support to maintain proper response times and to minimize any risk.

29. *Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.*

Yes, Dellinger Wrecker Service, Inc. specializes in any type of towing up to 130,000 pounds. We specialize in light towing, heavy towing, and equipment towing. We move any type of equipment such as paving machines, forklifts, dump trucks, bull dozers, front end loaders, and asphalt pavers, etc.

30. *Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.*

Dellinger Wrecker Service, Inc. is committed to providing seamless service to the city. We will drop any private call in order to respond to the city's needs. We also have a good relationship with other division wrecker services and will call upon them for assisting with private calls to keep us available for zones.

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REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

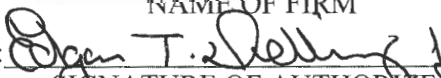
SERVICE PROVIDER: **Dellinger Wrecker Service Inc.**

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

Dellinger Wrecker Service Inc.

NAME OF FIRM

BY: 
SIGNATURE OF AUTHORIZED OFFICIAL

President

TITLE

Section 7
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REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	Dellinger Wrecker Service Inc.
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Please indicate if your company is any of the following:

MBE WBE SBE None of the above

If you company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that *were employed* by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed):

Identify outreach efforts that *will be employed* by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

[Form continues on next page]

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List below all MWSBEs that you intend to use on this Contract.

Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #

Total MBE Utilization	%
Total WBE Utilization	%
Total SBE Utilization	%
Aggregate MWSBE Utilization	%

April 28, 2015
Date

Dellinger Wrecker Service Inc.
Name of Company

Estimated Total Contract Value

Edgar T Dellinger Jr, President 
Name, Title and Signature

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REQUIRED FORM 12 – REFERENCES

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	U.S. Postal Service
Contact Name	Chris
Phone Number	704-393-4634
Email Address	
Reference 2	
Company Name	Averitt Express
Contact Name	Chris / Jason
Phone Number	704-583-6188
Email Address	
Reference 3	
Company Name	South Eastern
Contact Name	Phil
Phone Number	704-587-4475
Email Address	
Reference 4	
Company Name	McGirt Trucking
Contact Name	Rob McGirt
Phone Number	704-588-8527
Email Address	
Reference 5	
Company Name	Blue Max Trucking
Contact Name	Denton Williams
Phone Number	704-588-8780
Email Address	

DELLINGER WRECKER SERVICE INC. UNIT & DESCRIPTION

#	YEAR	MAKE	MODEL	TYPE	VIN #	GVW	PER HOUR
1	1994	FORD	F SUPER DUTY	CONV. WHEEL LIFT	1FDLF47K7REA06724	15000	
2	1998	INTERNATIONAL	4700	FLATBED 19 FT.	1HTSCAAM2WH558632	25500	
3	1999	FORD	F-550 SD	FLATBED 19 FT.	1FDAF56F6XEE67394	19000	
4	1995	FORD	F-450 SD	CONV. WHEEL LIFT	1FDLF47F6SEA47273	15000	
5	2000	FORD	F-550 SD	CONV. WHEEL LIFT	1FDAF56F1YEC73566	17500	
6	1999	INTERNATIONAL	4700	FLATBED 22 FT.	1HTSCAAMOXH693402	25500	
7	1996	PETERBILT	377	03 VULCAN VT50	1XPCD69X6TN402972	50000	
8	2007	PETERBILT	378	JERR DAN HDL1000/565	1NPFBOX37N689970	80000	
9	2013	BOBCAT	T650	COMPACT TRK LOADER	A3P016179	10000	
10	1995	FORD	F SUPER DUTY	CONV. WHEEL LIFT	1FDLF47F5SEA03359	15000	
11	2010	FORD	F-550 SD	FLATBED 19 FT.	1FDAF5GROAEA60607	19000	
12	1999	UNITED EXPRESS	TRAILER	20 FT. TRAILER	48B50052241044843	7500	
14	1990	INTERNATIONAL	9300	6X4 TRACTOR TRK.	SHSFGGRR9LC041116	50000	
15	1999	FORD	F-650	M.D. INTERGAT	3FDWF65H9YMA04496	26000	
16	2004	BOBCAT	S175	SKID STEER LOADER	517626869	N/A	
17	1980	FORD	F100	4X4 OFF ROAD	1FTDF1YF1BNA01295	5500	
19	1998	CARSON	TRAILER	4X8 MOTORCYCLE	NCX1143753	2500	
20	1986	KENILWORTH	W900	TRACTOR TRK.	1XKWD29X4GS330916	40023	
22	2000	FORD	F-450 SD CC	CONV. WHEEL LIFT	1FDXW46F4YEA90053	15000	
23	1997	FORD	F-800	FLATBED 21 FT.	1FDWF80C4VVA05872	26000	
24	2006	PETERBILT	335	FLATBED 21 FT.	2N9LHD6XX6M649665	26000	
25	2002	EZ GO	WORKHORSE 100	GOLF CAR DUMP BED	1549067	2000	
26	2003	EZ GO	FREEDOM SE	PDS GOLF CAR 4 SEATER	2707293	2000	
27	2005	KENILWORTH	T-300	FLATBED 22 FT.	2NKMHY6X46M118530	26000	
28	2006	FORD	F-350 SD	4X4 CC PICK UP	1FTWW31P86EB41402	11400	
29	1999	YAMAHA	G19E	GOL CAR 4 SEATER	JR1401240	2000	
31	1993	FORD	E-350	14 FT CUBE VAN	1FDKE37G8PHA55902	11000	
32	2000	LANDOLL	660	53' TRAILER	1LH660WH9Y1A10698	77000	
33	1997	TOYOTA	TACOMA	EXT CAB PICK UP	4TAVL52N1V2241454	4500	
34	2003	TOYOTA	COROLLA	4 DR SEDAN	JTDDBR32E430003366	3580	
35	2006	INTERNATIONAL	4300	FLATBED 21 FT.	1HTMMAAM06H321563	25500	
36	2007	HORTON HAULER	CAR HAULER	40' GOOSE NECK	5E2G1322571029694	15600	
37	2000	INTERNATIONAL	4700	FLATBED 19 FT.	1HTSCAAM9YH311868	25500	
38	2002	INTERNATIONAL	4300	FLATBED 19 FT.	1HTMMAAM32H523534	25500	
39	2009	CARRY-ON	TRAILER	5X10 W/ RAMP MC TRL	NCX1155730	2500	
40	2007	KENILWORTH	T-800	ROTATOR 50 TON	1NKDXBEX67J204786	79200	
42	1994	HOMEMADE	TRAILER	ONE CAR TRAILER		10000	
43	1996	TRAILRITE	TRAILER	8X12 DUMP	NCX1128610	10000	

REQUEST FOR PROPOSALS

TOWING SERVICES

RFP # 269-2015-052



CITY OF CHARLOTTE
NORTH CAROLINA

MAY 4, 2015

EASTWAY WRECKER SERVICE, INC.
2801 Wilkinson Boulevard
Charlotte, NC 28208
Phone: (704)393-3027
Fax: (704)393-3663

Cover Letter 4.1.1

Eastway Wrecker Service, Inc.

2801 Wilkinson Blvd
Charlotte, NC 28215

Phone... (704)393-3027
Fax.... (704)393-3663

May 4, 2015

Procurement Management Division
City of Charlotte
600 E Fourth Street
Charlotte, North Carolina 28202

RE: Request for Proposals RFP # 269-2015-052

Eastway Wrecker Service, Inc. has been in business since 1979 and has proudly served the City of Charlotte for many years. We fully understand the intent of this proposal, including the project and expectations. We are committed to serving all customers in a timely and professional manner for a reasonable cost.

Eastway Wrecker Service, Inc. and Eastway Wrecker II have chosen to combine their resources and become one entity. We will now operate as Eastway Wrecker Service, Inc. with our main location being 2801 Wilkinson Blvd, Charlotte, NC 28208.

Eastway is committed to providing flawless service. We have the facilities, equipment and trained employees on staff 24/7 to accommodate the city's needs. Eastway is agreeable to the basic tow and storage costs as laid out in this proposal.

Executive Contact for Eastway Wrecker Service, Inc. is: Karen B. Williams
2801 Wilkinson Boulevard
Charlotte, NC 28208
Phone: (704)393-3027
Fax: (704)393-3663
Karen@eastwaywreckernc.com

Secondary Contacts for Eastway Wrecker Service, Inc.:

Kelly R. Williams
5501 N. Sharon Amity Rd
Charlotte, NC 28215
Phone: (704)393-3027
Fax: (704)393-3663
Kelly@eastwaywreckernc.com

Tonya Hefner
2801 Wilkinson Boulevard
Charlotte, NC 28208
Phone: (704)393-3027
Fax: (704)393-3663
Tonya@eastwaywreckernc.com



AUCTIONS * 24 HOUR TOWING * SECURE STORAGE

1-877-DWI-TOWS

WWW.EASTWAYWRECKERAUCTIONS.COM

WWW.EASTWAYWRECKER.COM

Eastway Wrecker Service, Inc.

2801 Wilkinson Blvd
Charlotte, NC 28215

Phone... (704)393-3027
Fax.... (704)393-3663

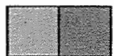
The information contained in this proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the city is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the city as to any material facts.

This proposal is a firm offer for two hundred forty (240) calendar days from the date of the opening.

Sincerely,



Karen B. Williams
President, Eastway Wrecker Service, Inc.



AUCTIONS * 24 HOUR TOWING * SECURE STORAGE

1-877-DWI-TOWS

WWW.EASTWAYWRECKERAUCTIONS.COM

WWW.EASTWAYWRECKER.COM

Proposed Solution 4.1.2

Proposed Solution: Eastway Wrecker Service will follow the following operation procedures:

1. Eastway will provide insurance required by the contract.
2. Eastway is capable of meeting response times required by the City and will arrive at the scene of CMPD, CDOT or Parkit calls within 30 minutes or less. CED vehicles will be picked up within 48 hours. Response times for Fleet Towing will be within 60 minutes and priority or emergency calls will be much sooner. If responding to Fleet Towing exceeds 60 minutes Eastway will phone and email the requesting department of the delay.
3. All tow truck drivers shall meet all requirements.
4. Eastway's storage lot entrances shall be properly attended at all times.
5. Notary Public services shall be provided during normal business hours.
6. Payment acceptance methods will be met. Eastway accepts major credit cards, debit cards and cash.
7. Eastway shall be open to receive motor vehicles 24/7 including holidays and provide vehicle owners access to and release of motor vehicles 6am-12am seven days a week and open for CMPD employees at all times.
8. Motor vehicle inventory shall be the responsibility of Eastway.
9. Eastway shall be responsible for the motor vehicles return to the vehicle owner in the same state of cleanliness as prior to the tow and take reasonable precautions to protect against motor vehicle interior water damage or other damage while in our possession.
10. Eastway shall release motor vehicles under the contract to the vehicle owner or representative of the vehicle owners insurance upon vehicle owner direction.
11. Eastway is familiar with NCDMV title work and will report unclaimed motor vehicles pursuant to North Carolina Law.
12. Eastway assures good customer service.
13. Eastway has a dedicated ring down phone line in place.
14. Eastway understands set storage fees, dispatch authorization fees and all reporting requirements.
15. Eastway meets and understands the requirements of Fleet Towing Services and proposes to tow Light Vehicles and Specialty equipment. Eastway is familiar with Fleet locations and drop offs. Eastway is willing to provide monthly, quarterly and annual reporting for Fleet Towing.
16. Eastway's trucks are properly equipped.
17. Any complaints or problems are quickly resolved by management.
18. Eastway does not plan to use a subcontractor. In the event one is needed we have attached a letter of intent from Larry Campbell Towing and Recovery, a current district wrecker company.

LARRY CAMPBELL'S TOWING & RECOVERY, INC
7327 OLD STATESVILLE ROAD
CHARLOTTE, NC 28269

APRIL 20, 2015

TO: CITY OF CHARLOTTE
ATTN: TRACEY KEYNES
REFERENCE: EASTWAY WRECKER SERVICE

It is our intent, Larry Campbell's Towing & Recovery, INC, to assist Eastway Wrecker Service in providing seamless service to the City of Charlotte in the event that they are awarded a zone wrecker contract. Karen and I have worked together recently and we would be available and ready to assist them when/if the need arises.

Larry Campbell's Towing & Recovery has all the insurance and meet all the requirements with the experience to assist Eastway Wrecker with their wrecker contract if needed.

Sincerely,



Larry Campbell
Larry Campbell's Towing & Recovery, INC.

Background and Experience and Financial
Information Section 4.1.3

This page has been redacted.

Equipment, Physical Plant, and Operational
Requirements 4.1.4

Physical Plant

Eastway's main location is 2801 Wilkinson Blvd, Charlotte, NC 28208. The storage lot is 7 acres. The property is zoned I2. Vehicle owners may reclaim their vehicle at this location. Storage lot is secured by cameras, monitors, proper fencing, and electronic gates. The storage lot has one common entrance and exit. The storage lot has available space for accommodating and protecting all disabled motor vehicles. All entrances and exits are attended at all times. The storage lot is adjacent to the business office. The storage lot is lighted during hours of darkness with sufficient light to all observation of all areas. The storage lots shall be kept clean and have a defined walking area.

Office Building

Eastway's office building provides a vault to safeguard valuables which may be contained in towed motor vehicles. Eastway has an adequate and clean waiting area for customers. Eastway has a fax machine and signage stating the fee structure for services under the contract in both English and Spanish.

The following pages have all been redacted.

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

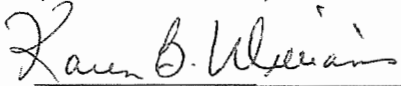
Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:	DATE ADDENDUM DOWNLOADED FROM NC IPS:
<u>1</u>	<u>4/24/2015</u>
<u>2</u>	<u>5/01/2015</u>
_____	_____
_____	_____

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

Karen B. Williams
(Please Print Name)

5/4/2015
Date


Authorized Signature

President
Title

Eastway Wrecker Service, Inc.
Company Name

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: Eastway Wrecker Service, Inc.

Representative (printed): Karen B. Williams, President

Representative (*signed*): Karen B. Williams, President

Address: 2801 Wilkinson Boulevard

City/State/Zip: Charlotte, NC 28208

Email address: Karen@eastwaywreckernc.com

Telephone: (704)393-3027
(Area Code) Telephone Number

Facsimile: (704)393-3663
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

Eastway Wrecker Service, Inc.

Service Provider

Karen B. Williams, President *Karen B. Williams*

Authorized Signature

President

5/4/2015

Date

Karen B. Williams, President

Please type or print name

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: Central

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 1st

Company Name: Eastway Wrecker Service, Inc.

Company Contact: Karen B. Williams/ Kelly R. Williams

Contact Phone: (704)393-3027

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

**Section 7
Required Forms**

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: Westover

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 2nd

Company Name: Eastway Wrecker Service, Inc.

Company Contact: Karen B. Williams/ Kelly R. Williams

Contact Phone: (704)393-3027

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: Metro

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 3rd

Company Name: Eastway Wrecker Service, Inc.

Company Contact: Karen B. Williams/ Kelly R. Williams

Contact Phone: (704)393-3027

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: Providence

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division:4th

Company Name: Eastway Wrecker Service, Inc.

Company Contact: Karen B. Williams/ Kelly R. Williams

Contact Phone: (704)393-3027

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

**ATTACHMENT 4
REQUIRED FORM 4B – FLEET TOWING PRICING FORM**

RFP # 269-2015-052

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205 and one (1) hour or less response time:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Light Vehicles & Specialty Equipment of 10,000 pounds GVW or less	\$ <u>100.00</u>
Flat rate cost of Basic Towing Services for Medium Duty Vehicles of 10,001 through 26,000 pounds GVW	\$ <u>N/A</u>
Flat rate cost of Basic Towing Services for Heavy Trucks: 26,001 pounds GVW or more	\$ <u>N/A</u>
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>N/A</u>
Flat rate for Towing disabled <i>loaded</i> refuse heavy trucks to Charlotte Motor Speedway (CMS) landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ <u>N/A</u>

Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Ott's Street, Service Providers may provide a per-mile charge to and from the 35-mile radius line.

Type of Vehicle	Per-Mile Rate
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ <u>2.00</u> /mile
Medium Duty Vehicles (10,001 to 26,000 GVW)	\$ <u>N/A</u> /mile
Heavy Truck (26,001 pounds GVW or more)	\$ <u>N/A</u> /mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>N/A</u> /mile

2. Special Circumstances and Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City. Service Providers shall indicate with N/A if they do not offer these services:

Service Description	Unit Cost
Cable installation per vehicle, (Light Vehicle)	\$ <u>N/A</u>
Chain / Cable installation per vehicle, (3/4 and one (1) ton):	\$ <u>N/A</u>
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ <u>N/A</u>
Light	\$ <u>N/A</u>
Medium	\$ <u>N/A</u>
Heavy	\$ <u>N/A</u>
Construction Equipment	\$ <u>N/A</u>
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ <u>100.00 - \$25</u> per Tire
Other:	\$ <u>N/A</u>
Other:	\$ <u>N/A</u>
Other:	\$ <u>N/A</u>
Other:	\$ <u>N/A</u>

3. Additional Services Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
	\$
Roll back wrecker	<u>100.00</u>
Heavy wrecker	\$ <u>N/A</u>
Landall	\$ <u>N/A</u>
Bobcat or skid steer	\$ <u>N/A</u>
Forklift	\$ <u>N/A</u>
Other:	\$ <u>N/A</u>

4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ 100.00 _____
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ N/A _____
Heavy Trucks (26,001 pounds GVW or more)	\$ N/A _____
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ N/A _____

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ 100.00 _____
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ N/A _____
Heavy Trucks (26,001 pounds GVW or more)	\$ N/A _____
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ N/A _____

REQUIRED FORM 5 – REQUIREMENTS MATRIX

RFP # 269-2015-052

Towing Services

The City created a functional requirement matrix to assist the Service Provider in understanding the expectations of the City and to aid in the comparison of Proposals. Each Proposal must include the matrix with the appropriate code denoted by the Service Provider for each requirement of the Project. The inability of a Service Provider to successfully meet all of the functional requirements listed in this matrix will not invalidate the Proposal, although those Proposals, which do meet all of the functional requirements, may be given priority.

Service Providers must provide a response under each and every subsection with one of the following codes to be deemed responsive:

Code	Functional Requirement
“N”	Service Provider cannot meet the requirement.
“Y”	Service Provider currently meets this requirement.
“F”	This requirement will be met if awarded a Contract. (Explanation Required).
“X”	The requirement will be met by the proposed solution in some other way. (Explanation Required).
“U”	Where the Service Provider does not need to respond specifically to the requirement but does need to acknowledge the process or procedure, “U” stands for “Understands and Will Comply”. Requirements where the code “U” is acceptable are noted by three asterisks (***) . All other requirements must have one of the other codes included in this table.

Service Providers must clearly identify any inability to meet defined requirements.

If the Service Provider does not completely comply with a requirement, the reason must be clearly stated and include an alternate solution, if applicable or required, in the “Comments” column of the matrix.

For the requirements requiring detailed information or description, provide as much information as is necessary to adequately respond to the requirement.

If additional response space is needed, the Service Provider must provide the response on a separate page and reference the attached response by section number.

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DIVISION WRECKER SERVICES REQUIREMENT		FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information			
1.	***Accuracy of RFP and Related Documents as stated in Section 1.3.	<u>U</u>	
2.	***Expense of Submittal Preparation as stated in Section 1.5.	<u>U</u>	
3.	***Proposal Conditions as stated in Section 1.6.	<u>U</u>	
Section 3.2 – Division Wrecker Scope of Services			
4.	***Wrecker Division Boundaries as described in Section 3.2.1.	<u>U</u>	
5.	***Wrecker Division Statistics as provided in Section 3.2.2.	<u>U</u>	
6.	***Operational Procedures as provided in Section 3.2.3	<u>Y</u>	
7.	Wrecker Driver Requirements outlined in Section 3.2.4.	<u>Y</u>	
8.	All Physical Plant Requirements described in Section 3.2.5	<u>Y</u>	
Section 3.2.6 - Release of Motor Vehicles			
9.	Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	
10.	The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	<u>Y</u>	
11.	Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	

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12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	<u>Y</u>	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	<u>Y</u>	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	<u>Y</u>	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	<u>Y</u>	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	<u>U</u>	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	<u>Y</u>	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	<u>Y</u>	

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19.	<p>***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.</p>	<u>Y</u>	
Section 3.2.11 – Division Wrecker Reporting			
20.	<p>***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15</p>	<u>U</u>	
21.	<p>***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.</p>	<u>U</u>	
22.	<p>Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database</p>	<u>Y</u>	

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23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	<u>Y</u>	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	<u>Y</u>	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	<u>Y</u>	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	<u>U</u>	
27.	***In the event of a failure with the Service Provider's internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	<u>U</u>	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	<u>Y</u>	

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29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract.</p>	<u>U</u>	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	<u>Y</u>	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service's Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	<u>Y</u>	

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32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	<u>Y</u>	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	<u>U</u>	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	<u>Y</u>	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider's facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider's facility.	<u>Y</u>	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	<u>Y</u>	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider's facility within two (2) hours of such release or title acquisition by the Service Provider.	<u>Y</u>	

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38.	***Weekly Reporting - A daily "Unmatched" report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	<u>Y</u>	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	<u>Y</u>	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	<u>Y</u>	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	<u>Y</u>	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	<u>Y</u>	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	<u>Y</u>	
Section 3.4 Equipment Condition and Capacity Requirements			
44.	All Equipment requirements described in Section 3.4	<u>Y</u>	
Section 3.5 – Pricing			
45.	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	<u>U</u>	
46.	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	<u>U</u>	

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47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	<u>Y</u>	
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	<u>Y</u>	
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	<u>Y</u>	
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider's storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider's Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	<u>Y</u>	

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51	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.</p>	<u>Y</u>	
52	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.</p>	<u>Y</u>	
53	<p>***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.</p>	<u>Y</u>	
54	<p>***Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.</p>	<u>Y</u>	

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55	<p>***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.</p>	<u>U</u>	
56	<p>***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.</p>	<u>U</u>	
57	<p>*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City's Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.</p>	<u>U</u>	

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58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	<u>Y</u>	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	<u>U</u>	

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60	***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.	<u>U</u>	
61	***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.	<u>U</u>	
62	***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)	<u>U</u>	
63	***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.	<u>U</u>	
64	***The Division Wrecker Service Provider shall be deemed to have engaged in a "Billing Violation" if it: a) charges a Vehicle Owner, the City or the City's Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City's Authorized Agent for Services not actually performed.	<u>U</u>	
65	***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.	<u>U</u>	

Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	<u>Y</u>	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	<u>Y</u>	
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	<u>Y</u>	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	<u>U</u>	

The following two pages have been redacted.

REQUIRED FORM 7 – SERVICE PROVIDER’S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: Eastway Wrecker Service, Inc.

1. Where are your company’s corporate headquarters located? 2801 Wilkinson Boulevard, Charlotte, NC 28208
2. How many years has your company provided the Services described in the RFP? 36
3. How many public sector clients does your company have? 50
4. Provide an overview and history of your company.

Eastway Wrecker Service, Inc. is a North Carolina Corporation and a family owned business that has been serving the Charlotte area since 1979. The company was started with one tow truck and a small location on Eastway Drive. The company began to grow, serving the general public, motor clubs, and dealerships. We moved to 5925 N. Tryon Street and shortly afterwards started our relationship with the City of Charlotte. We quickly outgrew that facility and moved to 5501 N. Sharon Amity Road where we continue to have a facility.

A separate corporation, Eastway Wrecker II, Inc. was opened in 2001. Both corporations have provided contract services to the city. We now have combined our resources and became one entity. We now operate as Eastway Wrecker Service, Inc. out of our 2801 Wilkinson Blvd. location.

We specialize in all aspects of towing. We have the capacity to tow everything from small yard buildings to tractor trailers. We are staffed to handle any need that may arise. We have no limitations as to what we can tow.

5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.

Karen B. Williams- President
I
David L. Williams- Secretary/Treasurer
I
Managers- Kelly R. Williams, C. David Williams, Tonya Hefner- Manager
I
Truck Maintenance/Mechanics- Steve Cochran, Blake Williams
I
Dispatchers- Kira Rivas, Jonathan Simpson, Yvonne Franklin
I
Drivers- Blake Williams, Seamus D. Willis, John Pressley, John Connors Jr., Jeff Barnette,
Richard Garlick, Cody Ingle, Francisco Valaderes, Robby Gaston, Randy Kelly, David Williams,
C. David Williams, Steve Cochran

6. Describe your company's customer service philosophy and describe how it is communicated and reinforced throughout the organization.

Eastway offers friendly customer service. Each customer is greeted with a smile and treated with the upmost respect upon entering our business. We go out of our way to accommodate customer needs to assure the best possible customer experience at Eastway. Rude customer service will not be tolerated.

7. Describe your company's approach to total quality management and describe your company's total quality plan.

Our approach to total quality management is to be hands on and have a supervisor available at all times. Our quality plan is to be accessible 24/7.

8. Describe your company's continuous improvement program and how your current customers benefits from your service improvements.

Our continuing improvement program is to be involved in State associations, to train employees diligently, to have employee safety and customer service meetings to benefit our customers.

9. Describe your company's experiences in adapting to changing technologies.

Eastway has telephones, two way radios and cell phones where we may be reached at all times. We have employees on duty 24/7 with access to high speed internet and fax machines. All of our drivers are equipped with GPS devices. Our equipment is serviced on a regular basis.

10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.

Eastway has own hands training safety policies that are described in our employee handbook. Employees are given time off when needed and paid a reasonable salary.

11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided).

Eastway provides towing for Mecklenburg County Sheriff's Department and North Carolina Department of Revenue. Eastway also provides towing and monthly auctions for the North Carolina Department of Public Instruction.

12. Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.

Eastway Wrecker Service, Inc. is owned by President Karen B. Williams. We are HUB certified with the state of North Carolina.

13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

Eastway will receive the call and respond to the call in the allocated amount of time. We will provide daily, weekly, and monthly reporting as required. We will report when the vehicle has been towed and released and will follow all procedures of the RFP.

14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

Eastway will follow all reporting all procedures in the RFP for towing vehicles under 10,000 pounds.

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.

We have no planned organization changes at this time, nor have we had any in the past two years.

16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

Eastway's proposal is from only one company, Eastway Wrecker Service, Inc.

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.

Eastway employs trained drivers with good MVR'S and background checks. We also have CDL drivers for large vehicles. Our office personnel is highly trained, familiar with title work and familiar with CMPD's TVI computer program.

18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.

Eastway has qualified drivers and dispatchers available 24/7.

19. What steps will your company take to ensure that the transition of Services run smoothly?

Eastway will make sure to add more employees and/or tow trucks as needed.

20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.

Eastway will utilize telephone and email correspondence to keep the city informed.

21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?

Eastway does not foresee any risks but we maintain all required insurance as required in the RFP.

22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.

We have electronic gates, electric fencing, monitored alarm systems, and people on site 24/7. Our computers are backed up to a cloud server.

23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.

Vehicle owners receive an itemized receipt upon payment of fees. Eastway has bilingual signage posted to make owners aware of fees associated with towing and storage.

24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.

Eastway Wrecker can be contacted by vehicle owners 24 hours a day, 7 days a week by calling (704)393-3027.

25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.

Any complaints will be reported to Karen or David Williams who will immediately address the situation and assure that it will be resolved in a timely manner. We can review our security footage for any occurrence that may arise at our facility.

26. State what, if any, certifications your organization requires for Wrecker Drivers.

Eastway requires CDL's for large truck operators.

27. Describe in detail your internal procedure(s) on how to perform a tow.

The city calls the zone line. The dispatcher answers the call and logs in all important information regarding the location, time and equipment needed for the tow. Eastway then dispatches the call to the nearest driver. The driver advises Eastway when he arrives at the scene. Eastway logs the driver's arrival time. The driver cleans up the scene, loads the vehicle and transmits back to the dispatcher where the vehicle owner is requesting the tow be delivered. The driver then delivers the vehicle to the appropriate location and calls Eastway to inform he is "clear." The dispatcher logs this time also and logs all pertinent information into TVI. Then, the dispatcher sends the driver on his next call.

28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.

Risks associated with the services could be driver accidents, injury, or being robbed. These are mitigated by proper training procedures and keeping proper insurance coverage.

29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.

Eastway specializes in all types of towing.

30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

Eastway does not anticipate trucks being unavailable; however, in the event that all trucks are in use, Eastway has attached a letter of intent from Larry Campbell Towing and Recovery to assist us if needed.

The following two pages have been redacted.

REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

SERVICE PROVIDER: Eastway Wrecker Service, Inc.

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

Eastway Wrecker Service, Inc.

NAME OF FIRM

BY: Karen B. Williams 
SIGNATURE OF AUTHORIZED OFFICIAL

President
TITLE



REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	<u>Eastway Wrecker Service, Inc. HUB Certified with the State of NC</u>
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Please indicate if your company is any of the following:

MBE WBE SBE None of the above

If you company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: State of NC Effective Date: 03/2007 Expiration Date: 03/2019

Identify outreach efforts that *were employed* by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed):

N/A

Identify outreach efforts that *will be employed* by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

N/A

[Form continues on next page]

**Section 7
Required Forms**

List below all **MWSBEs** that you intend to use on this Contract.


Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #

Total MBE Utilization	%
Total WBE Utilization	%
Total SBE Utilization	%
Aggregate MWSBE Utilization	%

5/4/2015
Date

Eastway Wrecker Service, Inc.
Name of Company

N/A
Estimated Total Contract Value

Karen B. Williams, President 
Name, Title and Signature

REQUIRED FORM 12 – REFERENCES

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	North Carolina Department of Public Instruction
Contact Name	Steve Beachum
Phone Number	(919)807-3576
Email Address	Steve.Beachum@dpi.nc.gov
Reference 2	
Company Name	North Carolina Department of Public Instruction
Contact Name	Wanda Simmons
Phone Number	(919)807-3573
Email Address	Wanda.Simmons@dpi.nc.gov
Reference 3	
Company Name	Mecklenburg County Sheriff Department
Contact Name	Captain Daniel Kydd
Phone Number	(704)621-7585
Email Address	Daniel.kydd@mecklenburgcountync.gov
Reference 4	
Company Name	Conder Flag
Contact Name	Kenny Barnette
Phone Number	(704)363-6102
Email Address	kbarnette@conderflags.com
Reference 5	
Company Name	B&R Body Shop
Contact Name	Ryan Wilson
Phone Number	(704)972-1972
Email Address	rwilson@brbodyshop.com

Section 7
Required Forms

REQUIRED FORM 13 – EQUIPMENT LIST

RFP # 269-2015-052

Towing Services

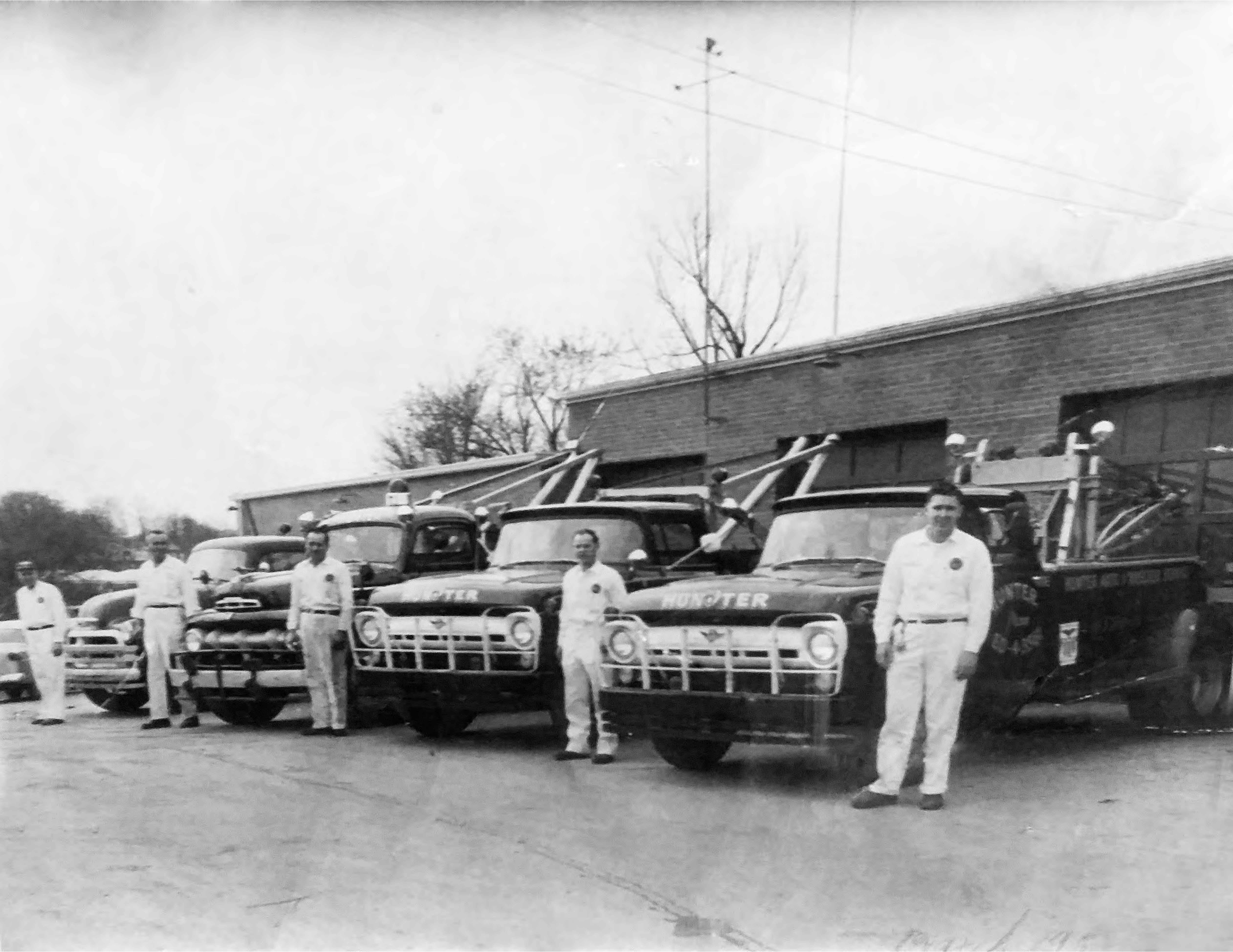
Service Providers shall indicate below each piece of equipment they intend to use to provide the Services along with the quantity of each type of equipment and the towing capacity. Additional lines or pages may be added to this table as needed.

Vehicle Description	Quantity	Towing Capacity	Model Year
International Flatbed	1	10,000 lbs	2005
UD Flatbed	4	15,000 lbs	2004
International Flatbed	3	10,000 lbs	2002
Peterbuilt	2	80,000 lbs	2001
Ford Wrecker	3	10,000 lbs	2003
Peterbuilt Wrecker	1	15 ton	2000
Kenworth 4 Car Hauler	1	30,000 lbs	2011
Landoll	1	50,000 lbs	2000
Service Truck	2		
Dump Truck	2		
12 ft Box Truck	2		
24 ft. Box Truck	1		
16 ft Trailer	1		
38 ft Trailer	1		
52 ft Trailer	1		
Front End Loader	1		
Fork Lift	1		
International Medium Duty Wrecker	1	15,000 lbs	2002

Exceptions to the Remainder of the RFP

Section 4q

Eastway has no exceptions to the remainder of the RFP.



RFP # 269-2015-052

4.1.1

Letter of Transmittal:

To Whom It May Concern,

The information contained within this proposal I have deemed to be accurate and true.

Submitted by:



Clayton Thomas Hunter
Director

Hunter Auto and Wrecker Service, Incorporated

I certify that the following person, Clayton Thomas Hunter, personally appeared before me this 27th day of April, 2015 acknowledging to me that he voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated.



Ashley Lauren Hunter

Mecklenburg County Notary

My Commission Expires: 4-7-2020



RFP # 269-2015-052

Cover Letter:

**Hunter Auto & Wrecker Service, Incorporated
1107 North Davidson Street
Charlotte, North Carolina 28206
Telephone: 704-375-9357
Facsimile: 704-358-1406**

Contact Person:

**Clayton Thomas Hunter (Clay)
Title: Director
Cell Phone: (704) 506 6113
Email: clay@hunterwrecker.com**

After decades of service to the City of Charlotte we, Hunter Auto and Wrecker Service, Inc, understand fully the scope of services outlined in the RFP that we propose to provide.

The tasks undertaken daily by the City to assist Charlotte's community through security, construction, transportation, and beautification are of the utmost importance. As a company who depends on a fleet of trucks to survive, we well understand the need for swift and professional service when our response is needed to efficiently clear the roadway or transport a broken down City vehicle. We want to help the City to ensure that Charlotte continues to prosper for future generations.

The City can rest assured that through unyielding commitment, continued diligence, and hard work, we can confidently accommodate the City in all requirements and needs set forth in this RFP. Hunter Auto & Wrecker Service, Incorporated, was established in 1945 and has since serviced the citizens and City of Charlotte. We enjoy working daily with our family to ensure we maintain superior customer satisfaction.

The costs of a tow are dependent on unit size: Small, Medium, Large. Our quotes submitted within reflect a fair assessment of pricing for the required tasks we wish to provide.

RFP # 269-2015-052

4.1.2

Proposed Solution:

We, Hunter Auto and Wrecker Service, Incorporated, have been providing services for the City of Charlotte since a hand shake was considered a contract.

We believe that becoming satisfied with one's performance can make a company under perform and we continuously strive to better our performance through entertaining innovative ideas from employees, the City or even the general public.

We know, without a doubt, that we are able to continue providing the City with the excellent service they have come to expect from Hunter Auto and Wrecker Service, Incorporated and we will ensure we meet those expectations by:

***Promptly meeting or beating response times for CMPD, CED and CDOT**

***Ensuring all drivers meet the City's requirements of age and physical fitness. That they are literate, drug and alcohol free, properly licensed, uniformed and thoroughly trained to handle any task they could encounter**

***Maintaining a secure storage facility that is manned 24 hours a day, 365 days a year**

***Having, at a minimum, one notary on site (currently have four)**

***Continuing to accept multiple forms of payment as required by the City**

***Properly releasing Motor Vehicles *24 hours a day* not just 6 AM to 12 AM**

***Requiring drivers to turn in any items deemed high value to be placed in the back office**

***Maintaining a stored vehicle's condition as to release it in the same condition is was towed**

***Using crash wrap on broken/inoperable windows at the owner's request**

***Being vigilant about proper release of towed Motor Vehicles**

***Confirming we have adequately sized and correctly zoned property for all divisions requested**

***Continuing to implement total adherence to the City's Customer Service Guidelines**

***Following our current "wait to be called" policy in responding to accident or disablement scenes. We do not listen to any type of scanner within our facilities or trucks. We only respond when requested.**

***Paying the City its dues of \$5.00/car by the 10th of each month for tows completed the month prior**

***Adhering to the reporting requirements set forth by the City**

***Ensuring timely data entry upon completion of a tow**

***Backing up data weekly as required by the City**

***Maintaining proper license to provide any service as listed in this RFP**

***Thoroughly cleaning up debris and spills at accident scenes**

***Staying up to date with the most advanced towing and recovery equipment available in our industry**

***Charging vehicle owners or the City accurately for services rendered as described in this RFP**

***Adhering to pricing guidelines set forth by the City in this RFP**

4.1.3 Background and Experience

Official Name: Hunter Auto and Wrecker Service, Incorporated

Address: 1107 N Davidson St, Charlotte, NC 28206

Incorporated in the state of NC

Hunter Auto & Wrecker Service was established in 1945 by the late Richard English Hunter after his return from service in World War II, where he was a Navy airplane mechanic. Originally located at the 2200 block of Brevard Street, Mr. Hunter provided towing and mechanic services for the local community. Base and home were the same for the Hunter family. Mr. Hunter, equipped with only one wrecker, worked tirelessly day in and day out to assist motorists in need.

We have been providing towing and recovery services for government agencies since our inception, long before contracts with our City were necessary.

As a youth and, with no license requirements at that time, his son, Thomas Richard Hunter, began driving and operating a wrecker at the age of 12, taking his dispatch instructions from his mother, Helen Talbert Hunter, who worked as the company secretary/treasurer/dispatcher.

When the younger son, English Carroll Hunter, came of age, he also began driving and operating a wrecker as well as running the salvage/parts operation.

Hunter Auto & Wrecker Service became incorporated in 1952. As the number of vehicles on the roadway steadily increased; the need for towing and repair services increased as well. In August of 1956, the company built a new base of operations and opened a body shop at 1114 North Davidson Street.

The body shop was managed by Thomas Richard Hunter with a crew of four body men and two painters. The body shop remained operational through the 1970's but was then closed as the company began making towing, recovery, and salvage its primary businesses.

Thomas Richard Hunter, Jr. (Rick) began driving and operating a wrecker at the age of 16. By this time the company had approximately ten wrecker units and ten drivers and was well into its contracted servicing of the City of Charlotte.

Now with 32 wreckers and over 50 employees, Hunter Auto & Wrecker Service, Incorporated, for over 70 years, has never closed its doors and plans to remain the same dependable, family-owned-and-operated business it always has been.

We have yet to encounter a task we cannot handle.

Organization Chart:

Thomas Richard Hunter (C.E.O/Co-Owner)
English Carroll Hunter (President of Salvage Operations/Co-Owner)
Thomas Richard Hunter, Jr. (President of Wrecker Operations)
Clayton Thomas Hunter (Director)
Edward Thomas Hutto (Assistant Director)
Sidney Thomas Howell (Operations Manager)

Hunter Auto & Wrecker Service, Incorporated, is a family-owned, self-contained corporation.

Hunter Auto & Wrecker Service, Incorporated, is co-owned by brothers, Thomas Richard Hunter and English Carroll Hunter. Hunter Auto and Wrecker Service, Incorporated is a privately owned corporation.

Management Approach:

Hunter Auto & Wrecker Service, Incorporated, believes that good customer service is the foundation of a prosperous business. We will always strive to maintain good customer service through a friendly attitude and an outlook empathetic to the current situation in which the customer finds themselves. We echo this philosophy consistently during our quarterly meetings with drivers and dispatchers, and we exhibit these traits daily.

Hunter Auto & Wrecker Service, Incorporated, knows the importance of providing quality services to consumers, and through quarterly meetings and everyday reminders we make sure our employees realize that we expect the daily services they provide to be carried out with the efficiency expected of Hunter Auto and Wrecker Service, Incorporated.

Personnel Management

Thomas Richard Hunter, Jr. (Rick) has been a part of the towing industry since he was a young boy riding along with his father. He has attended countless seminars and classes throughout his professional career and has operated a wrecker for over 40 years. He has been the Contact Person for prior City contracts and is well-known in the towing industry for his highly respectable reputation.

Clayton Thomas Hunter (Clay) has also been a part of the towing industry since he was a young boy riding along with his father as early on as 10 years old. He has also attended multiple seminars and classes and has had hands-on recovery experience. He has also had in-house clerical training and experience since before he was able to drive a vehicle. He is now the Company's primary point of contact.

Hunter Auto & Wrecker Service, Incorporated, ensures that each employee performing technical support services to the City is qualified through personal training by Rick Hunter or by Clay Hunter. Both Rick and Clay are present at Hunter Auto & Wrecker Service, Incorporated, Monday thru Friday, to oversee daily operations. When they are not on the premises, each of them is available to office staff, wrecker drivers or the City 24/7 to answer questions and provide guidance. When Rick Hunter and Clay Hunter are not present on the premises, the on-site employee left in charge has been trained personally by Clay or Rick to be efficient and accurate in meeting customer's needs.

Hunter Auto & Wrecker Service, Incorporated, maintains a policy of honesty, diligence, and dependability and expects those characteristics to be evidenced in each and every one of our employees daily conduct.

This page has been redacted.

RFP # 269-2015-052

Executive Summary:

Hunter Auto & Wrecker Service, Incorporated, has been a part of the towing industry since 1945, providing quick, reliable towing and recovery services to those in need.

Towing and Recovery services have and always will be in high demand, with countless wrecker providers claiming to be the best. Our business strategy is simple: Be professional, dependable, reasonable, friendly, and presentable.

Hunter Auto & Wrecker Service, Incorporated, is co-owned by brothers English Carroll Hunter and Thomas Richard Hunter. Hunter Auto & Wrecker Service, Incorporated, is managed by members of the Hunter family. President of Wrecker Operations, Thomas Richard Hunter, Jr, (Rick) grew up in this industry and has had hands-on operational wrecker experience and management experience for over 40 years. Rick's son, Clayton Thomas Hunter (Clay), is Company's Director. Both Rick and Clay are available 24 hours a day to discuss any topic. Simply put, Dad and I are available for any need that could possibly arise.

Our extremely low employee turn-over rate results in trusted and extremely well experienced drivers who understand the importance of maintaining our reputation. With dedication to customer satisfaction, drivers who truly appreciate the opportunity to help motorists in need, and a superior fleet of wreckers, we are the best choice to meet the City's towing and recovery needs as outlined in this RFP.

Running this business, Hunter Auto & Wrecker Service, Incorporated, has been and continues to be a family lifestyle. When your name is on the company, it just matters more, and you're willing to always go the extra mile to provide customer satisfaction.

RFP # 269-2015-052

Management Organization Chart:

Hunter Auto and Wrecker Service, Incorporated is co-owned by brothers:

Ownership: Thomas Richard Hunter and English Carroll Hunter

Personnel Management:

President of Wrecker Operations: Thomas Richard Hunter, Jr (Rick)

Director: Clayton Thomas Hunter (Clay)

Assistant Director: Edward Timothy Hutto

Operations Manager: Sidney Thomas Howell

Officer Managers: Jerimy Garmon and Christopher Smith

All clerical employees, dispatchers and drivers report to Clayton Thomas Hunter (Clay).

Clayton Thomas Hunter (Clay) reports to Thomas Richard Hunter, Jr (Rick).

RFP # 269-2015-052

4.1.4: Equipment, Physical Plant and Operational Requirements.

4.1.4.1: Minimum Equipment Requirements:

(Please See Attached Equipment List)

4.1.4.2: Division Wrecker Specific Requirements:

Equipment Requirements:

Hunter Auto and Wrecker Service, Incorporated owns and operates sufficient equipment as outlined in this RFP's Section 3.4 to adequately handle each division we have proposed to service. (Please see Attached Equipment List)

Physical Plant Requirements:

Storage Lot Requirements:

- A. Hunter Auto and Wrecker Service, Incorporated's storage lot located at 1107 N Davidson Street, Charlotte, NC 28206 is approximately six (6) acres and identified by tax parcel numbers 081-065-07, as well as, abutting parcels 081-065-03, 081-065-02, 081-065-09, 081-065-10, and 081-065-01. The property is zoned I-2 (General Industrial). The property is surrounded by eight (8) feet tall screened fencing with razor wire atop; it is manned 24 hours a day, 365 days a year; there are 3 digital surveillance cameras which rotate consistently around the property and are linked to a digital video recorder allowing for playback of footage; all property has lighting similar to shopping centers atop telephone poles; our business office is located in the center of our property; due to the fact that the lot is gravel there is minimal ground maintenance required; however, we do routinely have a company spray for weeds and insects.

- B. As a requirement when submitting a bid for the Central Division, the Charlotte Area Transit Bus stop for Route 3/Stop 23 is approximately 50' from our office. The bus stops at 1107 N Davidson St.

Storage Lot Zoning and Use Requirements:

Hunter Auto and Wrecker Service, Incorporated has ample acreage in compliance with requirements set forth by the City in this RFP to allow for all six (6) requested divisions towed motor vehicles.

Office Building Requirements:

Hunter Auto and Wrecker Service, Incorporated uses a modular office building located on the edge of our property at 1107 North Davidson Street; signs outlining CMPD contract pricing are visible to all and posted in two languages, English and Spanish. All valuable items turned in from towed motor vehicles are kept locked in the owner's office; our waiting area consists of a comfortable couch and chair, a telephone for customer use, free coffee available for any customer, snack machines, a soda machine, a water fountain, two (2) restrooms and available facsimile machines. All areas of the office are cleaned on a regular basis.

4.1.4.3: Operational Requirements:

Hunter Auto and Wrecker Service, Incorporated operates daily with the intentions of honest efficient servicing of those in need. Through decades of service to the citizens and City of Charlotte, we have realized that our policies of hard work and integrity are the proper foundation for business success and we echo our philosophy daily to all employees to ensure that they conduct themselves in the same expected manner. When a call for service comes in from the City, an available driver is contacted and given the information received from the City in regards to what is needed, the driver then responds to the scene and efficiently handles the City's request for service.

Hunter Auto and Wrecker Service, Incorporated is certain of our capability to meet the response times required by the City because we keep drivers on shift 24 hours a day.

Hunter Auto and Wrecker Service Incorporated keeps our storage lot secure by keeping entrances and exits closed after dark and we have an employee, Timothy Hill, dedicated to unblocking vehicles and monitoring the yard.

Hunter Auto and Wrecker Service, Incorporated employs four (4) Notary Publics: Clayton Hunter, Ashley Hunter, Lura Mckegney and David Osborne.

Hunter Auto and Wrecker Service, Incorporated accepts cash, company checks and credit cards as payment for services rendered.

Hunter Auto and Wrecker Service, Incorporated is open for any customer need 24 hours a day, 365 days a year.

Hunter Auto and Wrecker Service, Incorporated follows CMPD officer inventory reports; however, we encourage employees to bring any items deemed high value to the office to be locked up until customer retrieval.

Hunter Auto and Wrecker Service, Incorporated does everything in our power to ensure that a vehicle is in the same condition when it leaves our lot as when it arrived. We protect vehicle interiors by placing vehicle specific plastic wrap on busted or inoperable windows to keep the rain out.

Hunter Auto and Wrecker Service, Incorporated is very strict when it comes to a Motor Vehicle's release. Unless there are exigent circumstances, we will only allow access or release of a towed Motor Vehicle to the registered owner or an insurance adjuster acting at the proven request of the registered owner.

4.1.4.4: Wrecker Driver Requirements:

Hunter Auto and Wrecker Service, Incorporated only employs drivers that have passed an MVR (Motor Vehicle Record) inspection required by our insurance company, a pre-employment drug screening, have a current license that allows for the operation of the wrecker vehicle assigned, are at least *21* years of age, in good health, able to read, write legibly, speak English, are alcohol free (while on duty); each wrecker driver is required to wear gloves while towing or recovering a vehicle, new gloves must be purchased when we deem them too dirty, wear reflective safety uniforms with name, have adequate training to safely perform any task encountered; can pull drivelines, axles, release brakes, use our air bag recovery system, use jumper cables, change tires, plug tires, unlock vehicles, etc. we use tarps or window covers to protect vehicle's interiors from element damage and under **NO** circumstances enter the vehicle for any reason other than what is necessary for the safe towing.



February 1, 2008

Mr. Rick Hunter
Hunter Auto & Wrecker Service, Inc.
1114 N. Davidson Street
Charlotte, NC 28299

RE: Zoning Verification

Dear Mr. Hunter:

The parcel of land located at 1107 N. Davidson Street and further identified as tax parcel number 081-065-07, as well as, abutting parcels 081-065-03, 081-065-02, 081-065-09, 081-065-10, and 081-065-01 are zoned I-2 (General Industrial). Permitted uses in the I-2 district include towing and wrecker services with on-site storage of vehicles, subject to compliance with screening requirements set forth in Section 12.303 of the City of Charlotte Zoning Ordinance. Hunter Auto & Wrecker Service, Inc.'s use of subject lots for a towing and wrecker service business is a conforming use.

As of the date of this letter, a computer search of records stored in this department indicates that there are no known zoning violations at this location.

If you have any further questions, please contact me at 704-432-4390.

Sincerely,


April Wallace

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:

 1

**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

04-24-2015

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

Clayton Thomas Hunter
(Please Print Name)

 4-29-15
Date

 Clayton Hunter
Authorized Signature

Director
Title

Hunter Auto and Wrecker Service, Incorporated
Company Name

Section 7
Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: Hunter Auto and Wrecker Service, Inc

Representative (printed): Clayton Thomas Hunter (Clay)

Representative (*signed*): Clay Hunter

Address: 1107 N Davidson St

City/State/Zip: Charlotte/NC/28206

Email address: Clay@hunterwrecker.com

Telephone: (704) 375 9357 option 1
(Area Code) Telephone Number

Facsimile: (704) 358 1406
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

Hunter Auto and Wrecker Service, Inc
Service Provider

Clay Hunter
Authorized Signature

4-21-2015

Date

Clayton Thomas Hunter
Please type or print name

**Section 7
Required Forms**

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: NORTH Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: *1*

Company Name: Hunter Auto and Wrecker Service, Inc

Company Contact: Clayton Thomas Hunter (Clay)

Contact Phone: (704) 375 9357

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: CENTRAL Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: *2*

Company Name: Hunter Auto and Wrecker Service, Inc

Company Contact: Clayton Thomas Hunter (Clay)

Contact Phone: (704) 375 9357

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: METRO Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: *3*

Company Name: Hunter Auto and Wrecker Service, Inc

Company Contact: Clayton Thomas Hunter (Clay)

Contact Phone: (704) 375 9357

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

**Section 7
Required Forms**

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: EASTWAY Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: *4*

Company Name: Hunter Auto and Wrecker Service, Inc

Company Contact: Clayton Thomas Hunter (Clay)

Contact Phone: (704) 375 9357

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: NORTH TRYON Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: *5*

Company Name: Hunter Auto and Wrecker Service, Inc

Company Contact: Clayton Thomas Hunter (Clay)

Contact Phone: (704) 375 9357

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7
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REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: UNIVERSITY CITY Division

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: *6*

Company Name: Hunter Auto and Wrecker Service, Inc

Company Contact: Clayton Thomas Hunter (Clay)

Contact Phone: (704) 375 9357

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

**ATTACHMENT 4
REQUIRED FORM 4B – FLEET TOWING PRICING FORM**

RFP # 269-2015-052

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205 and one (1) hour or less response time:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Light Vehicles & Specialty Equipment of 10,000 pounds GVW or less	\$ 55.00
Flat rate cost of Basic Towing Services for Medium Duty Vehicles of 10,001 through 26,000 pounds GVW	\$ 75.00
Flat rate cost of Basic Towing Services for Heavy Trucks: 26,001 pounds GVW or more	\$ 155.00
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 155.00
Flat rate for Towing disabled <i>loaded</i> refuse heavy trucks to Charlotte Motor Speedway (CMS) landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ 455.00

Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Otts Street, Service Providers may provide a per-mile charge to and from the 35-mile radius line.

Type of Vehicle	Per-Mile Rate
------------------------	----------------------

Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ 1.50/mile
Medium Duty Vehicles (10,001 to 26,000 GVW)	\$ 1.75/mile
Heavy Truck (26,001 pounds GVW or more)	\$ 2.00/mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 1.75/mile

2. Special Circumstances and Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City. Service Providers shall indicate with N/A if they do not offer these services:

Service Description	Unit Cost
Cable installation per vehicle, (Light Vehicle)	\$ 25.00
Chain / Cable installation per vehicle, (3/4 and one (1) ton):	\$ 35.00
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ _____
Light	\$ 55.00
Medium	\$ 75.00
Heavy	\$ 155.00
Construction Equipment	\$ 85.00
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ 55.00
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____

3. Additional Services Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
Roll back wrecker	\$ 95.00
Heavy wrecker	\$ 250.00
Landall	\$ 250.00
Bobcat or skid steer	\$ 150.00
Forklift	\$ 150.00
Other: _____	\$ _____

4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ 55.00

Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ 75.00
Heavy Trucks (26,001 pounds GVW or more)	\$ 155.00
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 85.00

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ 95.00
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ 95.00
Heavy Trucks (26,001 pounds GVW or more)	\$ 110.00
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 110.00

REQUIRED FORM 5 – REQUIREMENTS MATRIX

RFP # 269-2015-052

Towing Services

The City created a functional requirement matrix to assist the Service Provider in understanding the expectations of the City and to aid in the comparison of Proposals. Each Proposal must include the matrix with the appropriate code denoted by the Service Provider for each requirement of the Project. The inability of a Service Provider to successfully meet all of the functional requirements listed in this matrix will not invalidate the Proposal, although those Proposals, which do meet all of the functional requirements, may be given priority.

Service Providers must provide a response under each and every subsection with one of the following codes to be deemed responsive:

Code	Functional Requirement
“N”	Service Provider cannot meet the requirement.
“Y”	Service Provider currently meets this requirement.
“F”	This requirement will be met if awarded a Contract. (Explanation Required).
“X”	The requirement will be met by the proposed solution in some other way. (Explanation Required).
“U”	Where the Service Provider does not need to respond specifically to the requirement but does need to acknowledge the process or procedure, “U” stands for “Understands and Will Comply”. Requirements where the code “U” is acceptable are noted by three asterisks (***) . All other requirements must have one of the other codes included in this table.

Service Providers must clearly identify any inability to meet defined requirements.

If the Service Provider does not completely comply with a requirement, the reason must be clearly stated and include an alternate solution, if applicable or required, in the “Comments” column of the matrix.

For the requirements requiring detailed information or description, provide as much information as is necessary to adequately respond to the requirement.

If additional response space is needed, the Service Provider must provide the response on a separate page and reference the attached response by section number.

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DIVISION WRECKER SERVICES REQUIREMENT	FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information		
1.	***Accuracy of RFP and Related Documents as stated in Section 1.3.	<u>“U”</u>
2.	***Expense of Submittal Preparation as stated in Section 1.5.	<u>“U”</u>
3.	***Proposal Conditions as stated in Section 1.6.	<u>“U”</u>
Section 3.2 – Division Wrecker Scope of Services		
4.	***Wrecker Division Boundaries as described in Section 3.2.1.	<u>“U”</u>
5.	***Wrecker Division Statistics as provided in Section 3.2.2.	<u>“U”</u>
6.	***Operational Procedures as provided in Section 3.2.3	<u>“U”</u>
7.	Wrecker Driver Requirements outlined in Section 3.2.4.	<u>“Y”</u>
8.	All Physical Plant Requirements described in Section 3.2.5	<u>“Y”</u>
Section 3.2.6 - Release of Motor Vehicles		
9.	Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	<u>“Y”</u> <u>We release 24 hours a day 365 days a year</u>
10.	The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	<u>“Y”</u>
11.	Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	<u>“Y”</u> <u>We release 24 hours a day 365 days a year</u>

Section 7 Required Forms

12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	<u>"Y"</u>	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	<u>"U"</u>	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	<u>"Y"</u>	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	<u>"Y"</u>	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	<u>"U"</u>	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	<u>"Y"</u>	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	<u>"U"</u>	<u>*We do not use any type of scanners within our facility</u>

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19.	<p>***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.</p>	<u>“U”</u>	
Section 3.2.11 – Division Wrecker Reporting			
20.	<p>***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15</p>	<u>“U”</u>	
21.	<p>***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.</p>	<u>“U”</u>	
22.	<p>Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database</p>	<u>“Y”</u>	

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23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	<u>“Y”</u>	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	<u>“U”</u>	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	<u>“U”</u>	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	<u>“U”</u>	
27.	***In the event of a failure with the Service Provider’s internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	<u>“U”</u>	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	<u>“U”</u>	

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29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract.</p>	<u>“U”</u>	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	<u>“U”</u>	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service’s Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	<u>“U”</u>	

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32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	<u>“U”</u>	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	<u>“U”</u>	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	<u>“U”</u>	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider’s facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider’s facility.	<u>“U”</u>	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	<u>“U”</u>	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider’s facility within two (2) hours of such release or title acquisition by the Service Provider.	<u>“U”</u>	

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38.	***Weekly Reporting - A daily "Unmatched" report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	<u>"U"</u>	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	<u>"U"</u>	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	<u>"U"</u>	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	<u>"Y"</u>	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	<u>"Y"</u>	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	<u>"Y"</u>	
Section 3.4 Equipment Condition and Capacity Requirements			
44	All Equipment requirements described in Section 3.4	<u>"Y"</u>	
Section 3.5 – Pricing			
45	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	<u>"U"</u>	
46	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	<u>"U"</u>	

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47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	<u>“U”</u>	
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	<u>“U”</u>	
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	<u>“U”</u>	
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider’s storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider’s Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	<u>“U”</u>	

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51	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.</p>	<u>“U”</u>	
52	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.</p>	<u>“U”</u>	
53	<p>***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.</p>	<u>“U”</u>	
54	<p>***Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.</p>	<u>“U”</u>	

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55	<p>***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.</p>	<u>“U”</u>	
56	<p>***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.</p>	<u>“U”</u>	
57	<p>*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City’s Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.</p>	<u>“U”</u>	

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58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	<u>“U”</u>	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	<u>“U”</u>	

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60	***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.	<u>“U”</u>	
61	***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.	<u>“U”</u>	
62	***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)	<u>“U”</u>	
63	***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.	<u>“U”</u>	
64	***The Division Wrecker Service Provider shall be deemed to have engaged in a “Billing Violation” if it: a) charges a Vehicle Owner, the City or the City’s Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City’s Authorized Agent for Services not actually performed.	<u>“U”</u>	
65	***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.	<u>“U”</u>	

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Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	<u>“Y”</u>	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	<u>“Y”</u>	
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	<u>“Y”</u>	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	<u>“U”</u>	

The following two pages have been redacted.

REQUIRED FORM 7 – SERVICE PROVIDER’S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: Hunter Auto and Wrecker Service, Incorporated

1. Where are your company’s corporate headquarters located?

Hunter Auto and Wrecker Service, Incorporated’s corporate headquarters is located at 1107 N Davidson St, Charlotte, NC 28206.

2. How many years has your company provided the Services described in the RFP?

Hunter Auto and Wrecker Service, Incorporated has provided services to the citizens and City of Charlotte, NC since 1945. Over 70 years of dependable, fair service.

3. How many public sector clients does your company have?

Hunter Auto and Wrecker Service, Incorporated has over 100 commercial customers.

4. Provide an overview and history of your company.

Please see attached Background and Experience

5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.

Please see attached Executive Summary

6. Describe your company’s customer service philosophy and describe how it is communicated and reinforced throughout the organization.

***Please see attached Background and Experience – “Management Approach”**

7. Describe your company’s approach to total quality management and describe your company’s total quality plan.

Hunter Auto and Wrecker Service, Incorporated’s approach to total quality management includes, but is not limited to: an established employee handbook outlining our policies and expectations; customer service surveys to ascertain ways to improve; a continued partnership with the Better Business Bureau to show current and potential customers that we’ve retained an A+ rating since joining the Better Business Bureau in 1980; use of social media platforms; providing the best industry training for our operators to have the knowledge to be safe while properly performing their duties; regular company safety meetings to ensure any and all safety concerns are addressed and corrected if necessary for a safer work environment; expectations of cleanliness and a presentable appearance both for our employees and our equipment and random drug and alcohol testing to ensure drivers are not under the influence of substances.

Section 7 Required Forms

Hunter Auto and Wrecker Service, Incorporated's total quality plan focuses on keeping customers happy through safe and efficient servicing of customer's needs. We are able to ensure the quality of our service through integrity, presentable drug-free employees, clean and up to date equipment, participation in quality monitoring programs such as the Better Business Bureau and an overall belief that, being family run, we are always willing to go above and beyond to ensure we surpass customer's expectations.

8. Describe your company's continuous improvement program and how your current customers benefits from your service improvements.

Hunter Auto and Wrecker Service, Incorporated uses awareness, motivation to improve and a competency spectrum to implement continuous improvement.

Awareness would refer to our "open door" policy with drivers giving them the ability to freely discuss their thoughts or concerns with management to help us better assess ways to improve certain aspects of daily operations. We frequently post memos and verbally remind drivers of our expectation of providing the best service possible in all areas of the business.

Motivation would refer to our willingness to help driven employees succeed by learning how to perform new tasks and gradually upgrade their license class for monetary gain and added versatility for the company.

Competency spectrum would refer to us offering a driver the opportunity to get the best industry training available such as Wreck-master and Wes Wilburn courses. Through such training courses, we are able to identify the employees who can handle the more difficult recoveries and hauls by evaluating their understanding and confidence. This helps us determine which unit to assign a certain driver and what tasks they are prepared to safely undertake.

Hunter Auto and Wrecker Service, Incorporated is, without a doubt, continuously improving and this benefits our customers by having the most skillful and eager operators around. Every employee on our staff wants to improve and with a staff like that, the company is bound to improve as well.

9. Describe your company's experiences in adapting to changing technologies.

Hunter Auto and Wrecker Service, Incorporated is the area's leader in adapting to the most recent towing and recovery technology. Through consistent attendance at towing and recovery seminars, tow shows and magazine subscriptions, we are able to stay up to speed with the newest innovations in towing and recovery. This allows us to adapt to modern ideas and equipment which further enhances our fleet. The biggest benefit from fleet advancement is safer and faster roadway clearance.

10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.

Hunter Auto and Wrecker Service, Incorporated understands that each day in our industry brings different challenges. Our drivers begin each day by thoroughly inspecting the unit they are to drive to ensure it is capable of handling any task they are assigned. Our policies of integrity and hard work are simple, but proven effective. Hunter Auto and Wrecker Service, Incorporated has decades of

Section 7 Required Forms

experience in servicing the needs of the City and citizens of Charlotte, NC and, if given the opportunity to continue, we will not let the City down.

11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided). **(See References)**
12. Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.

Hunter Auto and Wrecker Service, Incorporated is a self-contained corporation established in 1945. Hunter Auto and Wrecker Service, Incorporated has no parent companies, subsidiaries, affiliates or other related entities. Hunter Auto and Wrecker Service Incorporated is co-owned by brothers Thomas Richard Hunter and English Carroll Hunter.

(See Background and Experience/Executive Summary)

13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

All reporting related to the Division Wrecker Services is the responsibility of Clayton Thomas Hunter (Clay)

***Please see Executive Summary – “Management Organization”**

14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

All reporting related to the Fleet Towing Services is the responsibility of Clayton Thomas Hunter (Clay) for services and Sidney Thomas Howell for billing inquiries.

***Please see Executive Summary – “Management Organization”**

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.

This is not applicable for Hunter Auto and Wrecker Service, Incorporated

16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

This is not applicable for Hunter Auto and Wrecker Service, Incorporated

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.

Hunter Auto and Wrecker Service, Incorporated has a low employee turnover rate resulting in employees with years of experience responding to a Divisional or Fleet call for service. In the event of a new hire, they are trained using a “ride-along”

Section 7 Required Forms

method with one of our long standing drivers and are not cleared for solo duty until their trainer deems them ready and recommends them for the job.

18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.

Hunter Auto and Wrecker Service, Incorporated, on a normal day, has nine clerical employees on staff fielding calls for service and taking care of customers, as well as, over 20 drivers on duty during primary shifts. We are staffed with both office personnel and drivers 24 hours a day 365 days a year.

19. What steps will your company take to ensure that the transition of Services run smoothly? **If awarded a contract, there will be no need for a transitional period as we have provided such services for decades. If our desire to service the Central Division is approved, we will work closely with CDOT to assure them that we intend to make the transition as simple as possible.**

20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.

Hunter Auto and Wrecker Service, Incorporated has, and will always, implement a policy of transparency and honesty with the City points of contact. I, Clayton Thomas Hunter, am available via email or telephone 24/7/365 if the City needs assistance with a Divisional or Fleet issue. In the event that we make a mistake, we do our best to get ahead of it by accepting the mistake and bringing it to the City's attention ourselves before anyone else does. I would encourage anyone reviewing this proposal to confirm my word with the current City points of contact.

21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks? **The only risks we envision are damage claims on towed motor vehicles and we mitigate that by holding the required insurance.**

22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.

Hunter Auto and Wrecker Service, Incorporated has always felt the best way to secure a property is to have employees on staff 24 hours a day. We also have a modern camera surveillance system attached to a DVR, a fence in compliance with the City's requirements for fencing and a lockable entry and exit gate. We use an IT company, Wilson Technology Group, to ensure that our electronic data is secure and backed up daily. Wilson Technology Group runs a daily scan of our server to ensure there is no data corruption. Any vital hard copy information is kept in one of the back offices and locked up each night. Hunter Auto and Wrecker Service, Incorporated runs a background check prior to employment for each employee on staff. I, Clayton Thomas Hunter, take full responsibility for all aspects of security for Hunter Auto and Wrecker Service, Incorporated.

23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.

Hunter Auto and Wrecker Service, Incorporated encourages drivers, when possible, to educate vehicle owners of the costs associated with the recovery and storage of their Motor Vehicle. As mandated by contract, we also have signage posted in our

Section 7 Required Forms

office outlining City contracted pricing for their review when they come to see their vehicle at our storage facility.

24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.

Hunter Auto and Wrecker Service, Incorporated's contact information can easily be found online or in a phone book. Our staff is educated in regards to City contract terms; however, should the Vehicle Owner request to speak with me, Clayton Thomas Hunter (Clay), they will either be transferred to me or given the option to leave a message through either voice or email for my reply if any further clarification from the Company is needed.

25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.

Hunter Auto and Wrecker Service, Incorporated takes damage and theft claims very seriously and I, Clayton Thomas Hunter, investigate each one personally no matter how large or small. I start damage and theft investigations the same way: by determining the factor(s) that led to the vehicle being towed to our facility. If that does not offer satisfaction to the vehicle owner, I would proceed to get in touch with the officer authorizing the tow and request his opinion of the owner's claim. If I determine through my investigation that one of our employees was responsible for additional damage or a missing item we, Hunter Auto and Wrecker Service, Incorporated take full responsibility and negotiate an agreeable fix with the vehicle owner. Please take note that Hunter Auto and Wrecker Service, Incorporated has maintained an A+ Better Business Bureau rating since joining in 1980.

26. State what, if any, certifications your organization requires for Wrecker Drivers.

Hunter Auto and Wrecker Service, Incorporated does not require specific certifications for our drivers; rather, we encourage our drivers to join company paid training courses.

Please see Certifications

27. Describe in detail your internal procedure(s) on how to perform a tow.

Upon arrival at the wreck/disablement scene, our drivers are instructed to speak with the officer working the scene to confirm which vehicle(s) he/she wants towed. Our drivers then determine the best way to recovery and tow the vehicle. If the vehicle is blocking the roadway, roadway clearance is priority; however, if the vehicle is not impeding traffic, our drivers are instructed to discuss options with the vehicle owner, if on scene, before performing any work. Our drivers are required to wear gloves during the hook up of the vehicle and take the gloves off prior to entering the vehicle as to maintain the current state of cleanliness of a vehicle. The vehicle is then safely recovered and loaded, securely tied down and ready to be taken to its destination.

28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.

The only risks we envision are damage claims on towed motor vehicles and we mitigate that by holding the required insurance.

Section 7 Required Forms

29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.

Hunter Auto and Wrecker Service, Incorporated specializes in every aspect of towing and recovery. Our fleet and knowledge is second to none. Simply put, we have yet to encounter a task we cannot handle. Our fleet, as well as, our knowledge of recovery and transport scenarios is ever expanding.

30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

Hunter Auto and Wrecker Service, Incorporate operates more units than the majority of towing companies in the state of North Carolina and has rarely encountered a situation where a City call for service comes in and there is no available truck; however, should a situation like this occur, we would determine which driver was closest to our home base or secondary location, have that driver drop the vehicle currently in tow, respond to the City request and after completing the City request, we would then respond back and complete the tow we were in the process of doing prior to a City's priority request. This would result in a seamless and timely response for a City request for service.

The following three pages have been redacted.

REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

SERVICE PROVIDER: Hunter Auto and Wrecker Service, Inc

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

Hunter Auto and Wrecker Service, Inc

NAME OF FIRM

BY:



SIGNATURE OF AUTHORIZED OFFICIAL

Director

TITLE

RFP # 269-2015-052

MWSBE Subcontractor Utilization:

Hunter Auto and Wrecker Service, Incorporated works daily with many MBE, SBE and WBE companies; however, to place a value on such services would be to give the City false information; therefore, we have decided to leave the form as attached.



REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	Hunter Auto and Wrecker Service, Incorporated
----------------------	---

Please indicate if your company is any of the following:

MBE WBE SBE None of the above

If you company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that *were employed* by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed):

Identify outreach efforts that *will be employed* by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

[Form continues on next page]

**Section 7
Required Forms**

List below all **MWSBEs** that you intend to use on this Contract.

Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #

Total MBE Utilization	%
Total WBE Utilization	%
Total SBE Utilization	%
Aggregate MWSBE Utilization	%

Date

Name of Company

Estimated Total Contract Value

Name, Title and Signature

REQUIRED FORM 12 – REFERENCES

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	GEICO
Contact Name	Brent Johnson
Phone Number	(478) 951 6089
Email Address	mbjohnson@geico.com
Reference 2	
Company Name	EAN Holdings, LLC (Enterprise Rent a Car)
Contact Name	Mitchell Crist
Phone Number	(704) 576 5004
Email Address	mitchell.crist@ehi.com
Reference 3	
Company Name	Cummins Atlantic
Contact Name	Arthur Kuhn (Rancie)
Phone Number	(704) 301 0449
Email Address	arthur.l.kuhn@cummins.com
Reference 4	
Company Name	Charlotte Truck Center (Freightliner)
Contact Name	Melissa Bridges
Phone Number	(704) 597 1110
Email Address	mbridges@charlottetruckcenter.com
Reference 5	
Company Name	Mack Trucks
Contact Name	Tim Mauldin
Phone Number	(704) 597 1240
Email Address	tmauldin@mackcharlotte.com

RFP 269-2015-052

**Hunter Auto and Wrecker Service, Incorporated
Equipment List:**

Truck # 10 is a Ford Transit service van for tire changes/lock outs/gas delivery

Truck # 11 is a 2005 Ford F 250 incident management service truck

Truck # 12 is a 2007 Kenworth W-900 Tri-Axle Heavy Haul Tractor

Truck # 13 is a 2006 Peterbilt 335 with a Century 10,000-lb capacity rollback wrecker with side winches allowing for off road recoveries without blocking a travel lane.

Truck # 14 is a 2008 Kenworth W-900 with Jerr-Dan 25 ton heavy duty wrecker

Truck # 15 is a 2012 Dodge 5500 with a Century 10,000-lb capacity rollback wrecker

Truck # 16 is a 2012 Peterbilt with a 16 ton Jerr-Dan medium-duty wrecker

Truck # 17 is a 2008 Kenworth T 300 with a Century 15,000-lb capacity rollback wrecker with side winches allowing for off road recoveries without blocking a travel lane.

Truck # 18 is a 2007 International 4300 with a Jerr-Dan 16-ton medium-duty wrecker

Truck # 19 is a 2008 Kenworth T 300 with a Century 15,000-lb capacity rollback wrecker with side winches allowing for off road recoveries without blocking a travel lane.

Truck # 20 is a 2009 Dodge 5500 with a Jerr-Dan 10,000-lb capacity rollback wrecker

Truck # 21 is a 2008 Kenworth T 300 with a Century 15,000-lb capacity rollback wrecker with side winches allowing for off road recoveries without blocking a travel lane.

Truck # 22 is a 2008 International 4300 with a Century 12,000-lb capacity rollback wrecker

Truck # 23 is a 2008 International with a Century 12,000-lb capacity rollback wrecker body

Truck # 24 is a 2008 Peterbilt with a 16 ton Jerr-dan medium duty wrecker body

Truck # 25 is a 2005 Kenworth W-900 with a 20 ton DTU (Detachable Towing Unit)

Truck # 26 is a 2015 Kenworth T-800 with a 60 ton ***rotating* boom** heavy duty wrecker body

Truck # 27 is a 2007 Kenworth W-900 with a Jerr-dan 50-ton heavy duty wrecker body

Truck # 28 is a 2008 Dodge 5500 with a 10,000lb Century rollback wrecker body

Truck # 29 is a 1991 Peterbilt 378 tandem axle road tractor

Truck # 30 is a 2013 Hino with a 10,000lb Century rollback wrecker body

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Truck # 31 is a 2006 Peterbilt 378 with a Century 50-ton heavy-duty wrecker body

Truck # 32 is a 2013 Dodge 5500 with a Century 10,000lb capacity rollback wrecker body

Truck # 33 is a 2008 Peterbilt 335 with a Century 15,000-lb capacity rollback wrecker body with side winches allowing for off road recoveries without blocking a travel lane.

Truck # 34 is a 2007 Peterbilt 378 with a Jerrdan 85-ton ***rotating boom*** wrecker body equipped with a tandem steer axle for more hauling ability, two (2) 60-ton primary winches, a 35-ton drag winch, two (2) 20-ton auxiliary winches and wheel-lift capable of hauling most units on the roadways. This truck is capable of handling practically any recovery situation that has yet to be encountered.

Truck # 35 is a 1999 Kenworth T 800 with a Century 30,000-lb capacity tandem axle rollback wrecker body.

Truck # 36 is a 2002 International 4300 single axle tractor

Truck # 37 is a 2003 Peterbilt 379 with a 20 ton DTU (Detachable Towing Unit)

Truck # 38 is a 2004 Kenworth W-900 with a 20 ton DTU (Detachable Towing Unit)

Truck # 39 is a 2004 International 8300 single axle road tractor

Truck # 40 is a 2006 Peterbilt 379 with a 20 ton DTU (Detachable Towing Unit)

Truck # 41 is a 2002 Freightliner single axle road tractor

Truck # 42 is a 2013 Peterbilt with a 25 ton heavy duty Jerr-Dan wrecker

Truck # 43 is a 2015 Hino with a 12,000-lb capacity Century rollback wrecker body

Truck # 44 is a 2007 Peterbilt 379 tri-axle tractor

Truck # 45 is a 2010 International Lone Star tandem axle tractor

We also own and operate:

2 lowboy/detach trailers

1 Landoll trailer

3 container/small equipment trailers

2 large forklifts

1 small forklift

1 long reach forklift

2 bobcats

1 backhoe

1 emergency airbag recovery trailer

1 emergency response trailer to handle swift roadway clearance of major incidents

The following pages have been redacted.
These pages were part of the division wrecker
services proposal.

Medium - Heavy Duty Towing & Recovery Certificate of Completion

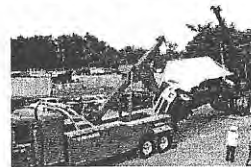
Earned by

CAMRON LAWS

For successful completion of Wes Wilburn Consulting 16-hour Medium – Heavy Duty Towing-Recovery Hands-On Training & Certification Course

***On this 4th day of December, 2011
This Certificate expires December 4th 2016***

April Davis
Testing Administrator



Wes Wilburn
Instructor Wes Wilburn

Medium - Heavy Duty Towing & Recovery *Certificate of Completion*

Earned by

Matthew Montgomery

For successful completion of Wes Wilburn Consulting 16-hour Medium – Heavy Duty Towing-Recovery Hands-On Training & Certification Course

*On this 4th day of December, 2011
This Certificate expires December 4th 2016*

April Davis
Testing Administrator



Wes Wilburn
Instructor Wes Wilburn

Advanced Heavy Duty Towing & Recovery Course Certificate of Completion

Earned by

Donnie Leviner Sr.

***For successful completion of Wes Wilburn Consulting
16-Hour Hands-on Heavy Duty Towing
& Recovery Certification Course
On this 1st of June 2008***



Wes Wilburn
Instructor Wes Wilburn

**ROTATOR &
HEAVY RIGGING
TOWING & RECOVERY
*Certificate of Completion***

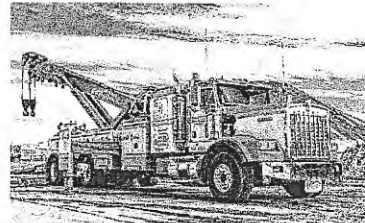
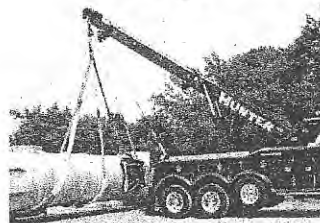
Earned by

Eric Honeycutt

For successful completion of Wes Wilburn Consulting 16-hour Rotator & Heavy Rigging Towing-Recovery Hands-On Training & Certification Course

On this 2nd day of October, 2011

Expires October 2, 2016



April Davis
Testing Administrator

Wes Wilburn
Instructor Wes Wilburn

Pat Zozaya
Instructor Pat Zozaya

**ROTATOR &
HEAVY RIGGING
TOWING & RECOVERY
*Certificate of Completion***

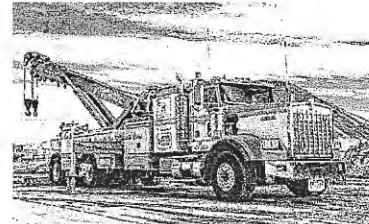
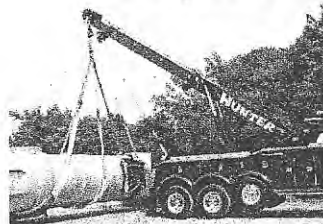
Earned by

John Brown

For successful completion of Wes Wilburn Consulting 16-hour Rotator & Heavy Rigging Towing-Recovery Hands-On Training & Certification Course

On this 2nd day of October, 2011

Expires October 2, 2016



April Davis
Testing Administrator

Wes Wilburn
Instructor Wes Wilburn

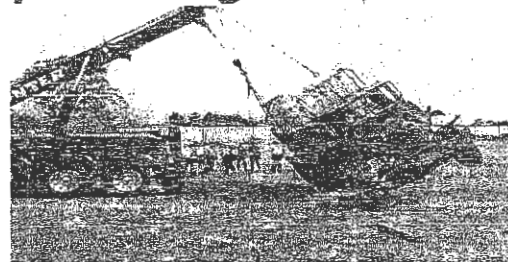
Pat Zozaya
Instructor Pat Zozaya

**ROTATOR &
HEAVY RIGGING
TOWING & RECOVERY
*Certificate of Completion***

Earned by

Eric Hartsell

For successful completion of The American Towing & Recovery Institute
16-hour Rotator Awareness - Hands-On Training & Certification Course
On this 2nd day of August, 2014
Expires August 2, 2018



April Wilburn

Testing Administrator, April Wilburn

Wes Wilburn

Instructor, Wes Wilburn

**ROTATOR &
HEAVY RIGGING
TOWING & RECOVERY
*Certificate of Completion***

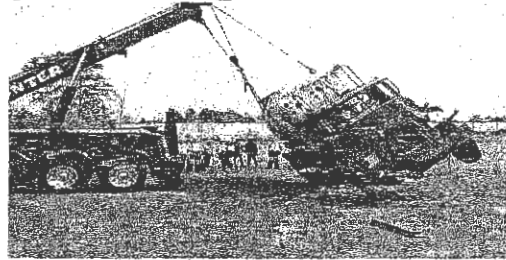
Earned by

Joe Harvell

*For successful completion of The American Towing & Recovery Institute
16-hour Rotator Awareness - Hands-On Training & Certification Course*

On this 2nd day of August, 2014

Expires August 2, 2018



April Wilburn

Testing Administrator, April Wilburn

Wes Wilburn

Instructor, Wes Wilburn

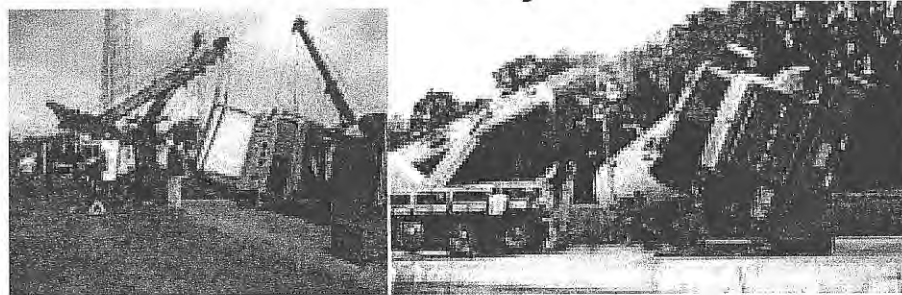
Heavy Duty Towing & Recovery Course Certificate of Completion

Earned by

Eric Hartsell

*For successful completion of Wes Wilburn Consulting's
Heavy Duty Towing & Recovery Hands-On Training Certification Course*

On this 21st Day of October 2007



Wes Wilburn

Instructor Wes Wilburn

WRECKMASTER CERTIFICATION CARD



P.O. BOX 471
LEWISTON, NY 14092
1800.207.2266



WMID:

97614

OPERATOR LEVEL:

6/7A

EXPIRY DATE:

2018-01-17

Eric Hartsell
1107 N Davison St
Charlotte, NC 28206


EMERGENCY PERSONNEL

SEE JACK OF CARD FOR LEVEL DETAILS

WRECKMASTER CERTIFICATION CARD

WRECKMASTER

P.O. BOX 473
LEWISTON, NY 14092
1804-267-2266



W/MID: 141356
OPERATOR LEVEL: 2/3
EXPIRY DATE: 2017-09-27


Jerry Hefner
1107 N. Davidson St.
Charlotte, NC 28206

EMERGENCY PERSONNEL
SEE BACK OF CARD FOR LEVEL DETAILS

WRECKMASTER CERTIFICATION CARD

WRECKMASTER

P.O. BOX 473
LEWISTON, NY 14092
1804-267-2266



W/MID: 141361
OPERATOR LEVEL: 2/3
EXPIRY DATE: 2017-09-27


Matthew Montgomery
1107 N. Davidson St.
Charlotte, NC 28206

EMERGENCY PERSONNEL
SEE BACK OF CARD FOR LEVEL DETAILS

WRECKMASTER CERTIFICATION CARD

WRECKMASTER

P.O. BOX 473
LEWISTON, NY 14092
1804-267-2266



W/MID: 141360
OPERATOR LEVEL: 2/3
EXPIRY DATE: 2017-09-27

Donnie Leviner Jr.
1107 N. Davidson St.
Charlotte, NC 28206

EMERGENCY PERSONNEL
SEE BACK OF CARD FOR LEVEL DETAILS

4.1.6: Exceptions to the RFP

Hunter Auto and Wrecker Service, Incorporated submits no exceptions to this RFP # 269-2015-052

Larry Campbell's Towing & Recovery, Inc.
7327 Old Statesville Road
Charlotte, N.C. 28269

PH: 704/597-8450 or 1-800-472-9844
FAX: 704/597-7927

May 4, 2015

Tracey Keyes
Shared Services
Procurement Management Division
9th Floor, CMGC
600 East Fourth Street
Charlotte, North Carolina 28202

Dear Ms. Keyes:

With close to 40 years in the Towing Industry, Larry Campbell's Towing & Recovery, Inc. continues to provide top notch services to the Charlotte area and surrounding counties. For the past 7 years, under our first contract for Division Wrecker Services, our reputation for outstanding services to the citizens in Charlotte has proven to be one that is very positive and has made a tremendous impact in the growth of our company as well as our business plan. We are proud of the working relationship that we have built with the City of Charlotte. Our wishes are to continue the trend and obtain yet another contract with the City of Charlotte.

Our expertise and many years of service have enabled us to provide assistance in all types of Towing & Recovery situations, as well as other related services to consumers. With the safety and service for the citizens of Charlotte being our main concern, we also recognize the importance of dependability, quick but safe response time, quality employees and safe well-kept equipment. We pride our company based on these factors and continue to operate in such a manner.

Larry Campbell's Towing & Recovery, Inc. will provide services to the City of Charlotte which includes understanding of the following:

- Professional and well-qualified drivers that can effectively and promptly operate in all types of emergency situations. It is of utmost importance to keep the streets and highways of Charlotte clear in the quickest, safest manner, according to contract specifications and to continue to include safety to be high priority in the process.
- Continuing to provide respectful handling of customers vehicles as well as their personal belongings and the understanding of conveying to customers a peace of mind with a company that has compassion for their customers.
- While serving customers in a safe manner, we also recognize the strict guidelines in which to operate according to contract specifics.
- Use of safe and well-maintained equipment for services.
- Customer Service is very important to our company and with that being said, continuing to maintain the pleasant working relationship with the citizens of Charlotte as well as the City of Charlotte officials including CMPD, CDOT & CED.
- A complete understanding of fees for services according to contract specifications which include \$100.00 for basic towing fees of Motor Vehicles @ 8500 lbs. or less and a max. daily storage fee of \$20.00. Other special fees for services to include but not limited to wait time, motorcycle trailers, winching, tire and gas fee, & Asset Forfeiture/CED tow chart fees. These are understood and are currently being enforced.

Lastly, we appreciate the opportunities in which the contract with the City of Charlotte has afforded us to date as well as the ability to grow our company with a city that we can all be proud of. It is our desire to continue our relationship with the City of Charlotte while focusing on the safety and services to be provided under the Towing Services Contract for the upcoming term and beyond.

"The information contained in this Proposal or any part thereof, including the Exhibits, Schedules and other documents and instruments delivered or to be delivered to the City is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts."



Larry D. Campbell, President

7327 Old Statesville Road

Charlotte, N.C. 28269

Bus. Ph.: 704/597-8450

Cell Ph: 704/201-4019

Fax: 704/597-7927

PROPOSED SOLUTION

1. 3.1. General Scope

Larry Campbell's Towing & Recovery, Inc. is currently equipped to carry out Division Wrecker Services within Mecklenburg County in conjunction with CMPD, CDOT and CED. We are currently under contract with the City of Charlotte for Division Wrecker Services in the University City Division and fully understand the contract as practiced during this term.

2. 3.2 Division Wrecker Services Scope

Our company's proposed solution to continue providing services to the citizens in the Charlotte area is that we provide the safest services in an efficient manner for the University City Division as well as our interest to obtain and have multiple wrecker divisions. We have the required equipment on hand to provide services to all types of accidents, breakdowns etc. We are also interested in providing additional Fleet Towing Services as well. Our fleet consists of rollbacks, small wreckers to large heavy duty wreckers. We have acreage ample to store vehicles for multiples wrecker divisions when the need arises. We currently follow all contractual guidelines for towing services as well as CDOT and CED services. Our office is staffed with experienced dispatchers that follow the specifics of the contract when dispatching, collecting fees, providing customer service and releasing vehicles. Our company operates on 12 hr. shifts which employees alternate according to their schedule for any given work week. We follow pricing guidelines and are consistent in doing so according to contract specifics. We pay close attention to boundaries in which we are contracted as well with the City of Charlotte. Response times and customer vehicle and personal belongings are secured and followed according to guidelines. Our facility and lot is locked and operated during the specified times within contract specs. Drivers are hired with strict adherence to requirements consisting of but not limited to age, physical condition, ability to read and write and speak English as well as drug and alcohol free. All employees are screened according to contract guidelines. All drivers are uniformed and represent our company with clear identification. Each driver is qualified with the knowledge of towing in all aspects.

We are correctly zoned for the scope of services at hand, provide amount of storage space and fencing requirements. Our facility provides a well-lit safe area, locked 24 hours and manned 24 hrs. per day. Our office space is comfortable and provides space for customers as they visit our facility. Fees and lot information are posted for customers use. We are open 7 days from 6 am until midnight for customer visits however we tow 24/7. Releasing of vehicles including collection of correct fees are handled professionally and according to guidelines. Registered owners are required to provide proper identification before entering our lot to obtain their vehicle. We offer flexible payment options as outlined in the scope of services. Our drivers have a clear understanding of when to charge (hooking to vehicle vs. not hooked) and knowledge on when to charge special fees.

Office staff understands the importance of answering incoming phone calls within a certain amount of time and dispatching immediately in order to meet our response time. Storage fees are calculated based on the officers response time on the CMPD paperwork and calculated therefore, accordingly. Office staff also follows all reporting guidelines and provide training in TVI for all employees in dispatch so that information is entered correctly and promptly.

3. 3.3 Fleet Towing Services

While our highest priority and desire is to maintain our current Towing Contract as well as an award of additional Wrecker Divisions, we are also interested in being utilized as secondary Fleet towing providers as well. Again, we are equipped with all equipment from small, medium to heavy units needed to service this area and maintain the roads in Charlotte to ensure they are cleared as quickly and safely as possible. We also specialize in heavy towing equipment and transport and load construction equipment as well from 10,001 and up. We have extensive experience in hauling heavy equipment as well as heavy trucks including tractor trailers, box trucks, etc. Our company is equipped with Class A CDL Drivers as well who are well qualified to handle any size tow/recovery. Our trucks are equipped with supplies to clean up all areas when needed/required. We can also handle fleet tows with delivery of vehicle and employee to appropriate locations.

4. 3.4 Equipment Condition and Capacity Requirements

Our drivers and dispatchers are very aware of what type service truck is needed to handle all sizes of jobs from small 1 timer dispatches to tractor-trailer/heavy duty accidents/breakdowns. All equipment is routinely maintained in our on site garage and up to standard for operation. All vehicles inspections, plates, etc. are maintained and current. We have the required amount of insurance and type of coverage requested. Each truck is equipped with proper signals, amber lights, radios/cells, safety equipment and cleaning supplies.

5. 3.5 Pricing

With a sure understanding of the fee structuring and contract terms, rates based on GVW are understood and posted in our facility. All dispatchers are trained to incorporate the proper price structuring when invoicing. Knowing the proper GVW and correct truck to dispatch speeds up response time when responding to a dispatched call. Fees are conveyed to customers routinely. Unclaimed vehicle practices are in effect at our establishment with a clear understanding on the process and rules and regulations in which this is handled. A clear understanding by our drivers that "hooking to a vehicle" is the only time we can charge for a tow. If we are not hooked, when requested plans change, we are not allowed to charge. Proper procedures are followed as well as pricing indicated in the guidelines.

6. 3.6 Response Times

Trucks are to be dispatched as soon as a call comes in and arrive on scene within 30 minutes. Abandoned and junk vehicles towed for CED has a 3 day response time. Campbell's Towing understands that failure to respond to calls within the time allowed - termination of contract could result. Time of service consists of 24 hrs. per day and 7 days per week including holidays. Our company is staff at all times with an ample quantity of staff to handle any situation. Services are provided at any time of the day or night. Fleet towing times are responded within 60 minutes of dispatch time, 24/7. Communication with Fleet Services is necessary if time limit is not obtainable with a time that they will be on scene. Provider must credit the City if arrival time is 2 hrs. or

later. Emergency requests for towing services are urgent and time is of utmost importance. Security is exercised on behalf of both physical and data levels. Contracts are only entered by the City by companies that honor and adhere to the guidelines and procedures. Additional terms may be added at the discretion of the City.

The following pages have been redacted.

Section 7
Required Forms

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:

 # 1
 # 2

**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

 4-26-15
 5-2-15

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

LARRY CAMPBELL
(Please Print Name)

 5-1-15
Date

Larry Campbell
Authorized Signature

 President
Title

LARRY CAMPBELL'S TOWING
Company Name & RECOVERY, INC.

Section 7
Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: LARRY CAMPBELL'S TOWING + RECOVERY, INC.

Representative (printed): LARRY CAMPBELL

Representative (signed): Larry Campbell

Address: 7327 Old Statesville Rd

City/State/Zip: CHARLOTTE, NORTH CAROLINA 28269

Email address: LCAMPBELLSTOWING@AOL.COM

Telephone: 704-597-8450
(Area Code) Telephone Number

Facsimile: 704-597-7927
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

LARRY CAMPBELL'S TOWING + RECOVERY, INC.
Service Provider
Larry Campbell
Authorized Signature

5-1-15
Date
LARRY CAMPBELL
Please type or print name

**Section 7
Required Forms**

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: UNIVERSITY CITY DIVISION

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 1ST

Company Name: LARRY CAMPBELL'S TOWING + RECOVERY, INC.

Company Contact: LARRY CAMPBELL

Contact Phone: 704-597-8450

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

**Section 7
Required Forms**

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: NORTH DIVISION

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 2ND

Company Name: LARRY CAMPBELL'S TOWING + RECOVERY, INC.

Company Contact: LARRY CAMPBELL

Contact Phone: 704-597-8450

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: NORTH TRYON DIVISION

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: 3rd

Company Name: LARRY CAMPBELL'S TOWING + RECOVERY, INC.

Company Contact: LARRY CAMPBELL

Contact Phone: 704-597-8450

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

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REQUIRED FORM 4B – FLEET TOWING PRICING FORM

RFP # 269-2015-052

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Vehicles of 10,000 pounds GVW or less	\$ <u>125.00</u>
Flat rate cost of Basic Towing Services for Vehicles of 10,001 through 26,000 pounds GVW	\$ <u>175.00</u>
Flat rate cost of Basic Towing Services for Vehicles 26,001 pounds GVW or more	\$ <u>225.00</u>
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>225.00</u>

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Flat rate for Towing disabled <i>loaded</i> refuse heavy trucks to Charlotte Motor Speedway landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ <u>300⁰⁰</u>
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Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Otts Street, Service Providers may provide an additional per-mile charges from the 35-mile radius line to and from the CMS Landfill back to the 35-mile line.

Type of Vehicle	Per-Mile Rate
10,000 pounds GVW or less	\$ <u>1.75</u> /mile
10,001 through 26,000 pounds GVW	\$ <u>2.00</u> /mile
26,001 pounds GVW or more	\$ <u>2.25</u> /mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>2.35</u> /mile

2. Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City:

Service Description	Unit Cost
Cable installation per vehicle, (Vehicle of less than 10,000 pounds GVW)	\$ <u>na</u>
Chain / Cable installation per vehicle, (1,500 to 2,000 pound GVW Vehicle):	\$ <u>na</u>
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ <u>na</u>
Light	\$ <u>na</u>
Medium	\$ <u>na</u>
Heavy	\$ <u>na</u>
Construction Equipment	\$ <u>na</u>
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ <u>na</u>
Other:	\$ <u>—</u>
Other:	\$ <u>—</u>
Other:	\$ <u>—</u>
Other:	\$ <u>—</u>

3. Special Circumstances Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
Roll back wrecker	\$ <u>na</u>
Heavy wrecker	\$ <u>na</u>
Landall	\$ <u>na</u>

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Bobcat or skid steer	\$ <u>NA</u>
Forklift	\$ <u>NA</u>

4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
10,000 pounds GVW or less	\$ <u>125⁰⁰</u>
10,001 through 26,000 pounds GVW	\$ <u>175⁰⁰</u>
26,001 pounds GVW or more	\$ <u>225⁰⁰</u>
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>225⁰⁰</u>

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
10,000 pounds GVW or less	\$ <u>125⁰⁰</u>
10,001 through 26,000 pounds GVW	\$ <u>175⁰⁰</u>
26,001 pounds GVW or more	\$ <u>225⁰⁰</u>
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ <u>225⁰⁰</u>

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DIVISION WRECKER SERVICES REQUIREMENT		FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information			
1.	***Accuracy of RFP and Related Documents as stated in Section 1.3.	U	
2.	***Expense of Submittal Preparation as stated in Section 1.5.	U	
3.	***Proposal Conditions as stated in Section 1.6.	U	
Section 3.2 – Division Wrecker Scope of Services			
4.	***Wrecker Division Boundaries as described in Section 3.2.1.	U	
5.	***Wrecker Division Statistics as provided in Section 3.2.2.	U	
6.	***Operational Procedures as provided in Section 3.2.3	Y	
7.	Wrecker Driver Requirements outlined in Section 3.2.4.	Y	
8.	All Physical Plant Requirements described in Section 3.2.5	Y	
Section 3.2.6 - Release of Motor Vehicles			
9.	Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	Y	
10.	The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	Y	
11.	Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	Y	

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12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	Y	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	Y	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	Y	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	Y	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	Y	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	Y	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	U	

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19.	***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.	U	
Section 3.2.11 – Division Wrecker Reporting			
20.	***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15	U	
21.	***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.	U	
22.	Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database	Y	

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23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	Y	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	Y	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	U	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	U	
27.	***In the event of a failure with the Service Provider's internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	U	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	U	

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29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract.</p>	U	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	U	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service's Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	U	

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32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	Y	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	U	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	U	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider's facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider's facility.	U	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	U	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider's facility within two (2) hours of such release or title acquisition by the Service Provider.	U	

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38.	***Weekly Reporting - A daily "Unmatched" report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	Y	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	Y	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	Y	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	Y	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	Y	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	Y	
Section 3.4 Equipment Condition and Capacity Requirements			
44.	All Equipment requirements described in Section 3.4	Y	
Section 3.5 – Pricing			
45.	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	U	
46.	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	U	

Section 7
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47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	U	
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	U	
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	U	
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider's storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider's Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	U	

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51	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.</p>	U	
52	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.</p>	U	
53	<p>***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.</p>	U	
54	<p>***Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.</p>	U	

**Section 7
Required Forms**

55	<p>***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.</p>	U	
56	<p>***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.</p>	U	
57	<p>*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City's Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.</p>	U	

**Section 7
Required Forms**

58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	U	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	U	

Section 7
Required Forms

60	***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.	U	
61	***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.	U	
62	***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)	U	
63	***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.	U	
64	***The Division Wrecker Service Provider shall be deemed to have engaged in a "Billing Violation" if it: a) charges a Vehicle Owner, the City or the City's Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City's Authorized Agent for Services not actually performed.	U	
65	***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.	U	

**Section 7
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Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	Y	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	Y	
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	Y	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	U	

The following two pages have been redacted.

Section 7 Required Forms

REQUIRED FORM 7 – SERVICE PROVIDER'S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

(See ATTACHED)

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: LARRY CAMPBELL'S TOWING + Recovery, INC.

1. Where are your company's corporate headquarters located?
2. How many years has your company provided the Services described in the RFP?
3. How many public sector clients does your company have?
4. Provide an overview and history of your company.
5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.
6. Describe your company's customer service philosophy and describe how it is communicated and reinforced throughout the organization.
7. Describe your company's approach to total quality management and describe your company's total quality plan.
8. Describe your company's continuous improvement program and how your current customers benefits from your service improvements.
9. Describe your company's experiences in adapting to changing technologies.
10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.
11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided).
12. Describe your total company, including any parent companies, subsidiaries, affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.
13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.
14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.
15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.
16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of

Section 7 Required Forms

partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.
18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.
19. What steps will your company take to ensure that the transition of Services run smoothly?
20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.
21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?
22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.
23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.
24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.
25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.
26. State what, if any, certifications your organization requires for Wrecker Drivers.
27. Describe in detail your internal procedure(s) on how to perform a tow.
28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.
29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.
30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

REQUIRED FORM 7 – SERVICE PROVIDERS BACKGROUND RESPONSE

RFP #269-2015-052

TOWING SERVICES

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #'s for evaluation purposes.

Service Provider Name: Larry Campbell's Towing & Recovery, Inc.

1. Where are your company's corporate headquarters located?

Our Company 's Corporate Headquarters is located at:
7327 Old Statesville Road, Charlotte, North Carolina, 28269.

2. How many years has your company provided the Services described in the RFP?

Larry Campbell's Towing & Recovery, Inc. has been providing the services described in the RFP for 40+ years and has been contracted with the City of Charlotte for the past seven (7) years.

3. How many public sector clients does your company have?

We have approximately 13-15 public sector clients.

4. Provide an overview and history of your company.

Our company was founded in 1969 by Mr. Larry Campbell. Larry Campbell's Towing & Recovery, Inc. has been in business for 46 years. The history of our business starts in Monroe, N.C. with gas station ownership and automobile towing - to later include addition of heavy duty towing equipment. In 1980, Mr. Campbell moved his business to Charlotte, N.C. in order to compete in the trucking industry. Services were expanded to local and long distance 24 hr. towing in a small and large scale capacity. With an ever growing fleet to handle the scope of work at hand, we also expanded and moved into a larger facility which includes just over 9 acres and is currently zoned I-2. The goal in mind with this move was to obtain a contract(s) with the City of Charlotte.

Larry Campbell's Towing & Recovery, Inc. is currently under contract with the City of Charlotte, servicing the University City Division. We are in our 7th year of this contract.

We specialize in towing, light duty, medium duty and heavy duty, hauling of construction equipment, generators, forklifts, etc. We also haul overweight permitted equipment. We use one 1 ton rollbacks up to 35 ton steel bed landoll trailers including gooseneck trailers. We also specialize in the positioning of such equipment in potential tight spaces. We provide service for tractor trailer towing, rollovers, rigging and recovery to include the clean up and removal of cargo.

5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.

Larry D. Campbell – President

**Mary Ann Dillow – Office/Operations
Manager**

**Duane Dillow – Shop
Foreman/Driver**

**Julie Barnette
Dispatcher**

**Orlando Brown
Driver**

**Patrick Lunceford
Dispatcher**

**Tim Mills
Driver**

**Frieda Mahlkuch
Dispatcher**

**Larry Campbell
(Back-up Driver)**

**Teresa Booth
Dispatcher**

6. Describe your company's customer service philosophy and describe how it is communicated and reinforced throughout the organization.

Customer Services is taken very seriously in our company. Our staff is highly trained in how to deal with multiple situations in order to provide professionalism and assistance to our customers. It is our philosophy to extend customer satisfaction to its fullest. Our drivers are also trained to display compassion and professionalism in all aspects of customer contact. Good business practice begins with great customer service and great customer service ensures that our company is operating efficiently and professionally.

7. Describe your company's approach to total quality management and describe your company's total quality plan.

Company President oversees the daily operations of our business. He relies on the Office/Operations Manager and Shop Foreman to ensure all aspects of the company runs smoothly. Our Office Manager has extensive experience in maintaining daily operations including delegation of jobs to appropriate personnel. We hire only well-qualified, highly skilled wrecker drivers to perform the towing and recovery tasks as well as experienced dispatchers with the knowledge to send appropriate trucks out to areas as well as ensuring all calls are dispatched and services within the required 30 minute response time. Our drivers are screened to ensure they meet all contract requirements as well as knowledge of safety and business practices. Our shop foreman trains our drivers upon hiring to ensure the best quality of services is extended to our customers. Our goal is to continue building confidence in our customers by learning more efficient techniques to handle growth while keeping safety as our number one priority.

8. Describe your company's continuous improvement program and how your current customers benefits from your service improvements.

We provide our personnel with quarterly safety meetings and company meetings to discuss areas that need to be addressed. We strive to keep communication between managers and other personnel open at all times. As our business continues to grow so does room for improvement. Each customer is unique in that it is our goal to maintain consistency in dealing with customers so that their next experience with our company is better than the last.

9. Describe your company's experiences in adapting to changing technologies.

Our company employees are trained upon employment on the most up to date technology offered. All computers are routinely serviced and updated as needed as well as our telecommunications equipment. It is important to equip our employees with state of the art technology to make their jobs easier. We are always looking for ways to improve and stay up to date in technology and equipment operations. Change is not an issue

for us and we welcome any new ideas in this continuous changing world of technology.

10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.

Each and every job is different in the towing industry. We match the drivers expertise with the type of job at hand and also give backup when needed in situations. As always, we are training all drivers as they are hired to be able to have the pace and experience for emergency situation. Every job/task that comes through our company is just as important as the last so maintaining customer consistency in our daily operations has a huge impact on our success at the end of the day.

11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided.)

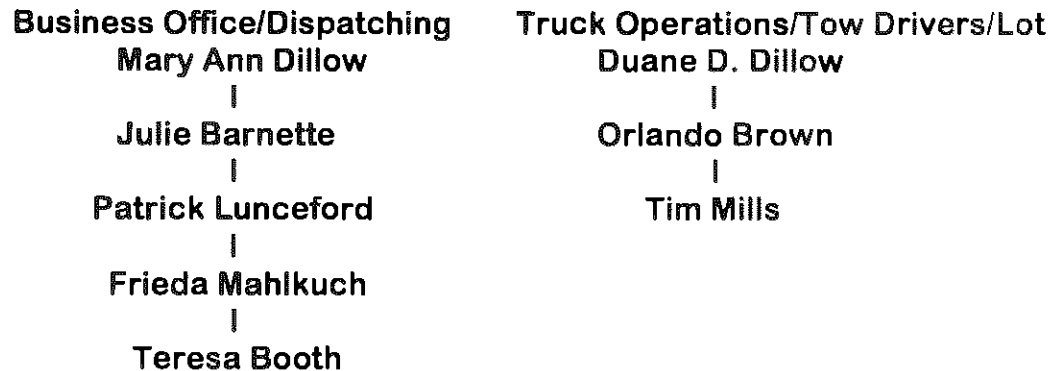
Most of our clients are from the automobile and transportation industry however, much smaller in size in comparison to the City with the exception of CAT (Carolina Tractor.) CAT is located within a few miles of our facility and require services for relocating and delivery of equipment within a certain time frame. With the smaller scale companies, we are still committed to providing the same exact services as we do to the City. We meet prompt response times as well as exhibiting excellent customer service and loyalty to our clients.

12. Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.

Our company started as a small business in 1969 as a gas station with light duty towing. After relocating to Charlotte in 1980, our company excelled. We have experienced many positive growth changes in the towing industry and always managed to maintain and keep up with the demands of the business. We are versatile in that our drivers are trained to do small and large jobs in towing and hauling under the guidance of our shop foreman. 100% of Larry Campbell's Towing & Recovery, Inc. is owned by Larry D. Campbell, President.

13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

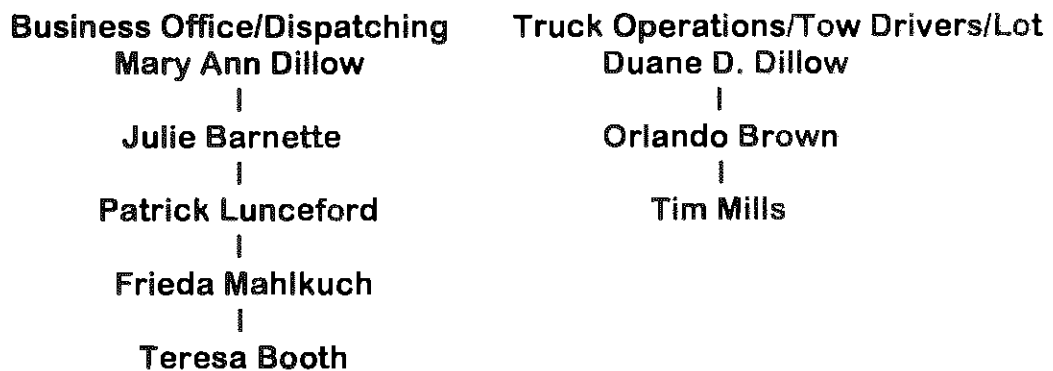
Larry Campbell – Oversee Business/Decisions



CMPD/NCHP/Owner Request - requests a truck and driver, dispatcher places the tow with a driver, driver arrives at scene and secures vehicle on truck and returns with vehicle or tows to owners location of choice. Vehicle is logged into lot and labeled on windshield with tow data. Paperwork submitted to office for processing by dispatcher. The dispatcher enters data into TVI (software program) then secures key and paperwork in designated areas. Dispatchers respond to telephone calls, requests for retrieval of items from vehicles by owners, screens registered owners to ensure property is released to rightful owner. Dispatcher also maintains files and answers questions from customers, insurance companies, fellow towing agencies, etc.

- 14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

Larry Campbell – Oversee Business/Decisions



CMPD/NCHP/Owner Request - requests a truck and driver, dispatcher places the tow with a driver, driver arrives at scene and secures vehicle on truck and returns with vehicle or tows to owners location of choice. Vehicle is logged into lot and labeled on windshield with tow data. Paperwork submitted to office for processing by dispatcher. The dispatcher enters data into TVI (software program) then secures key and paperwork in designated areas. Dispatchers respond to telephone calls, requests for retrieval of items from vehicles by owners, screens registered owners to ensure property is released to rightful owner. Dispatcher also maintains files and answers questions from customers, insurance companies, fellow towing agencies, etc.

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.

No past or anticipated organizational changes or spin-offs.

16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

No team or partnership – No collaborations.

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.

We run background checks and check all references on all new hires. Extensive road and job challenge skills tests are given. We stress safety and knowledge of the business. We also ensure our new hires DMV record is within our insurance companies guidelines for driver history. Once a driver is deemed proficient, we proceed with training process.

18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors facilities, if known.

We currently are staffed according to our level of business. When we started our contact with the City in 2008, we employed extra dispatchers and drivers until we knew how much volume would increase from obtaining a contract. Once we determined we were overstaffed, we

downsized our staff to meet company needs but most importantly, making sure we are always staffed with ample personnel on hand to handle our workload at any given point in time.

- 19. What steps will your company take to ensure that the transition of Services run smoothly?**

With our level of experience, we will gauge our employees to accommodate the unknown until we are able to observe the amount of volume that will be involved with any wrecker zone. We then make adjustments based on the outcome. We are ready for additional workload if awarded such - with all requirements met to ensure the continuous workflow is carried out without interruption or glitches.

- 20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.**

Through required reporting to the City of the Monthly Reports, etc., it shall be noted that all information/data is entered correctly. Also, Office Manager is the point of contact with the City as far as any questions we may have arise. There is and has always been an open communication between our office staff and the City. If the Office Manager, for some reason, is not able to resolve any issues, then Mr. Campbell would be the final point of contact to ensure communication is open between the City and our company.

- 21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?**

While there are many risks involved in any contract, the risks at hand with this particular contract are customers safety, their personal property and our drivers safety. We hire highly qualified, experienced drivers that are alert and prepared for any problem that might arise. Emergency situations, as most are in this contract, are extremely risky as people's lives depend on our promptness, which is the key to providing these services along with safety. We will continue to find ways to improve and deliver safe and prompt service to all customers. We will continue our safety meetings and keep our drivers abreast on all new information pertaining to towing and recovery.

- 22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.**

Security is one of our main concerns. We are responsible for personal property of our customers as well as the safety of our own equipment. Our lot is secured with fencing including razor wire according to specifications set forth in the contract, as well as an electric fence. We also have an alarm system on our fence and our business office. We display a well lit lot and a dispatcher on site as well as drivers 24/7. Our electronic data is taken off property and backed up each day. We also maintain the highest level of security in our employees as well as their safety on the job. Our company does carry all required insurance coverages. We also maintain hard copies of all receipts and paperwork in a filing system then store outdated files in our storage area above the office. The responsibility of maintaining accountability in all components ultimately is the responsibility of the President of our company – with delegated responsibilities to the Office/Operations Manager and Shop Foreman to ensure correct procedures are followed.

- 23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.**

We post all fees/charges in English and Spanish for customers as well as communicate through telephone when asked.

- 24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.**

Business cards are passed out on every job our trucks respond to. This gives the customer a peace of mind that they know exactly where to go and who to call regarding their vehicle and personal property. We are also listed in all phone books in the Charlotte area as well as multiple search engines on the internet.

- 25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.**

Complaints are handled through the Office Manager regarding damages to property or missing items – any questions in regards to the tow would be investigated with our driver on the job as well as Mr. Campbell for the quickest and best solution for everyone. We strive to make our customers happy and therefore, listen to their concerns.

- 26. State what, if any, certifications your organization requires for Wrecker Drivers.**

We currently do not require any certifications for Wrecker Drivers. We rely mostly on prior work experience and job history in making our decisions to hire the best drivers in the industry.

27. Describe in detail your internal procedure(s) on how to perform a tow.

Once the call is dispatched into our office, we route a driver based on the type of job. Each job is different so we match their expertise with the type of job and give backup in certain situations when needed. Our drivers are aware in these emergency type situations that pace and safety are very important. Once the driver returns to our lot, we process vehicles and record the tow in TVI – along with securing any keys and paperwork.

28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.

While there are many risks involved in any contract, the risks at hand with this particular contract are customers safety, their personal property and our drivers safety. We hire highly qualified, experienced drivers that are alert and prepared for any problem that might arise. Emergency situations, as most are in this contract, are extremely risky as people's lives depend on our promptness, which is the key to providing these services along with safety. We will continue to find ways to improve and deliver safe and prompt service to all customers. We will continue our safety meetings and keep our drivers abreast on all new information pertaining to towing and recovery.

29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations or capacities.

We specialize in light duty and heavy duty towing as well as hauling construction equipment. We are experienced in permitted loads as well as working tractor-trailer accidents, spills, load shifts, etc. We have all types of trucks to handle any type situation. We now only tow, but we specialize in recovery to include but not limited to site cleanup, etc.

30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

In an isolated case that all of our trucks and drivers are unavailable to provide a service to the City, we have joined forces with Eastway Wrecker and Bradley Towing – see attached letters of agreement to assist, if needed, so that we can provide seamless service to the City.

The following two pages have been redacted.

Section 7
Required Forms

REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

SERVICE PROVIDER: LARRY CAMPBELL'S TOWING + RECOVERY, Inc.

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

LARRY CAMPBELL'S TOWING + RECOVERY, INC.

NAME OF FIRM

BY: Larry Campbell
SIGNATURE OF AUTHORIZED OFFICIAL

PRESIDENT / OWNER

TITLE

Section 7
Required Forms



REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name: LARRY CAMPBELL'S TOWING + RECOVERY, INC.

Please indicate if your company is any of the following:

___ MBE ___ WBE ___ SBE None of the above

If your company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that *were employed* by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed):

n/a

Identify outreach efforts that *will be employed* by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

n/a

[Form continues on next page]

Section 7 Required Forms

List below all MWSBEs that you intend to use on this Contract.

Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #
None	—	—	—

Total MBE Utilization	0 %
Total WBE Utilization	0 %
Total SBE Utilization	0 %
Aggregate MWSBE Utilization	0 %

5/1/15
Date

unknown
Estimated Total Contract Value

LARRY CAMPBELL'S TOWING + RECOVERY, INC.
Name of Company

LARRY CAMPBELL PRESIDENT
Name, Title and Signature

Larry Campbell

Section 7
Required Forms

REQUIRED FORM 12 – REFERENCES

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	Cardina Tractor
Contact Name	Butch Hoffman
Phone Number	704-651-4937
Email Address	Butch_Hoffman@cardinacat.com
Reference 2	
Company Name	Archer Towing
Contact Name	FRANK Archer
Phone Number	704-201-6311
Email Address	CindyArcher6@aol.com
Reference 3	
Company Name	AA Truck Repair
Contact Name	Doug Clark
Phone Number	704-756-1324
Email Address	AAtruckrepair@bellsouth.net
Reference 4	
Company Name	Pistole LTD
Contact Name	Bill Morrison
Phone Number	704-619-1200
Email Address	Pistole9@windstream.net
Reference 5	
Company Name	V Pull It
Contact Name	Kelly
Phone Number	704-509-5550
Email Address	Autopartsupullicit@yahoo.com

Section 7
Required Forms

REQUIRED FORM 13 – EQUIPMENT LIST

RFP # 269-2015-052

Towing Services

Service Providers shall indicate below each piece of equipment they intend to use to provide the Services along with the quantity of each type of equipment and the towing capacity. Additional lines or pages may be added to this table as needed.

Vehicle Description	Quantity	Towing Capacity	Model Year
Rollback - FORD	2	19,000	2007
Rollback - FORD - Ext. Cab	1	19,000	2006
Rollback, FORD	1	19,000	2000
Rollback (Jerr DANN)	1	50,000	2007
Rollback - Kenworth (Jerr DANN)	1	50,000	1984
Wrecker (SMALL) GMC	1	19,000	1991
Wrecker (SMALL) International	1	19,000	1995
Wrecker (Large) Kenworth	1	80,000	1979
Wrecker (40 ton) crane Pete	1	80,000	1969
Wrecker (50 ton) Crane - Pete	1	80,000	1982
Wrecker (wheel lift) Pete	1	80,000	1986
Semi - Tractor - Pete	1	80,000	1989
Semi - Tractor - Pete (Sleeper)	1	80,000	1984
Semi - Tractor - Kenworth (Sleeper)	1	120,000	1994
Semi - Trailer - Transcraft	1	45,000	1990
Semi - Trailer - Landoll	1	50,000	1996
Semi - Trailer - Detach - Witzco	1	50,000	1994

SOUTHERN STAR OF CHARLOTTE, INC.

7439 Orr Road
Charlotte, N.C. 28213

(704) 598-6455
Fax (704) 598-6419

*Tracey Keyes, City of Charlotte
Business Support Services,
Procurement Services Division
600 East Fourth St, CMGC 9th Floor
Charlotte, NC 28202*

Re: Request for Proposals # 269-2015-052

To the Procurement Services Division:

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

On behalf of the above company, Southern Star of Charlotte, Inc., Mr. David J. Cici, is authorized by this company to execute any and all legal and binding contracts.

The company, Southern Star of Charlotte, Inc., and Mr. David Cici, President, may be contacted by the following means:

Mail:	7439 Orr Road ~ Charlotte, NC 28213
Telephone:	704 - 598-6455
Fax:	704 - 598-6419
E-Mail:	towpros@aol.com
Cell:	704 – 400-6446

We understand that the undertaking of these contracts is important tasks. The professional service to be provided to the City of Charlotte, CMPD and other Departments will reflect on the City Government with their choice of provider for these services. We feel that because of this, we must ensure that our response time be quick, dependable, and professional. That the cost of these services as outlined in this proposal are fair and reasonable, as to what we feel our service will need in order to be competitive, as well as profitable in order to keep our business successful (as referenced in Section 7 Required Forms – Form 4A & 4B).

We feel that if chosen for this contract(s), we can and will give the best service possible, and to take care of the vehicles that we are entrusted with.

Sincerely,

David J. Cici

(CORPORATE SEAL)

(Electronic signature)

David J. Cici
Southern Star of Charlotte, Inc

INTRODUCTION

Southern Star of Charlotte, Inc. has prepared and submitted this proposal to the City of Charlotte, in an effort to seek an agreement to secure a District(s), and to provide Fleet Towing Service to the City of Charlotte.

Southern Star intends to demonstrate through this proposal that it meets or exceeds the technical, managerial, and financial experience, sufficient to meet the City's minimum requirements for participation in the procurement process. The information contained in this proposal is not finalized, and can and will be changed based on the future information and contractual requirements not available at this time.

We have attempted to prepare this in a simple and concise format to present information in the clearest manner. Should further clarification, explanation, or additional information be required, Southern Star will provide such on request.

Proposed Solutions

Southern Star of Charlotte, Inc. is a Charlotte based business, incorporated in North Carolina since 1992.

Southern Star of Charlotte, Inc., believes that we can fulfill and exceed all expectations as a Division Wrecker Service Contract selection for the City of Charlotte, as well as providing Fleet Towing Service. We say this with confidence because of our superior business ethics and our dedication to quality customer service. We have an experienced team of office personnel and towing professionals who can provide the City of Charlotte the service it deserves.

Our management philosophy is to treat people fairly, with dignity and respect. We offer fast, friendly service; provide clean, safe, updated equipment, and knowledgeable personnel that can help with any questions or concerns that they may have, making the customers overall towing experience more pleasurable.

Our business strives for professionalism and dependability. We take pride in knowing that we are equipped and capable of completing any job that is requested of us.

To ensure progress and continued success, every member of our team is obligated to practice our high standards of exceptional service.

Our skilled towing team offers a wide array of towing and recovery needs; from tool boxes and automobiles, to tractor trailers, buses and construction equipment. Some of them even specialize in different areas of the towing business, such as, exotics, lockouts, and all variations of heavy equipment and/or oversized loads. Many of our drivers hold certifications in multilevel towing and recovery training on both state and national levels. We also utilize video training in both customer service and driver training.

We have a prevalent list of clientele that rely on us to be prompt and steadfast. Including, but not limited to personal towing or transport request, private business owners, The City of Charlotte and Charlotte Area Transit. As well as, assisting large corporations such as Duke Energy and Asplundh Tree Service and Coca Cola just to name a few. We work hard to build and maintain good professional relationships with all our clients who entrust us to handle every situation that they may have with certainty from start to finish.

Southern Star of Charlotte, Inc., is currently servicing the Hickory Grove Division. We are fully confident that our first-rate staff and superior fleet of equipment could provide service to the adjacent zone districts as well, offering quality, professional service with rapid response times and thorough accident safety and clean-up.

One of our mottos is to **"Believe and Act as if it is Impossible to Fail"** and that is just what we do.

Currently, Southern Star is fully staffed with 10 full time towing operators and an office staff of 5. As part of our hiring practices, we require our office personnel to have minimum 1 year experience in customer service preferably in the towing industry. To be considered as part of our team of drivers, a mandatory 2+ years experience is required in towing and equipment hauling.

At this time our staff consists of the following:

Drivers:

- *David Cici* 18+ years experience
Driver, Owner, Decision Maker
- *Jamie Cici* 21+ years experience
Driver, Heavy Duty Operator
- *Kevin Heins* 15 + years experience
Driver, Heavy Duty Operator
- *Jeffery Rossman* 8 + years experience
Driver
- *Jerry Lowery* 5 + years experience
Flatbed Driver
- *Jason Foster* 14 + years experience
Flatbed Driver
- *Kevin Britt* 15 + years experience
*Lowboy, Tractor Trailer & Heavy
Equipment Hauler*
- *William Jackson* 15 years experience
Driver, Equipment Hauling,
- *Michael Bradshaw* 12 years experience
Light Duty Driver
- *Bryan Ball* 15 + years experience
Flatbed driver

The following pages have been redacted.

REQUIRED FORM 1 - REQUEST FOR PROPOSALS ACKNOWLEDGEMENT

RFP # 269-2015-052

Towing Services

The Service Provider hereby certifies receipt of the Request for Proposals for the City of Charlotte, North Carolina RFP #269-2015-052, Division Wrecker Services. This form should be completed upon receipt of the City's Request for Proposals and faxed in time for the City to receive it by or before **April 20, 2015**. Failure to submit this form by the designated date shall not preclude the Service Provider from submitting a proposal. Please fax the completed Request for Proposals Acknowledgement Form to the attention of:

Tracey Keyes
Procurement Management Division
Fax: 704-632-8519

Completed forms may also be scanned and emailed to tkeyes@charlottenc.gov.

Date: April 13th 2015

Authorized Signature: David Cici (electronic signature)

Title: President

Company Name: Southern Star of Charlotte, Inc.

Contact Name: Linda Scrobogna or David Cici

Contact E-mail address: towpros@aol.com

Please check the appropriate space below and provide the requested information:

We plan to attend the Pre-Proposal Conference and plan on submitting a Proposal

Indicate number of attendees: 2

We do not plan to attend the Pre-Proposal Conference but plan on submitting a Proposal

Reason: _____

We do not plan to attend the Pre-Proposal Conference and do not plan on submitting a Proposal

Reason: _____

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:

269-2015-052-1

269-2015-052-2

**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

4-24-2015

5-01-2015

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

David Cici
(Please Print Name)

April 24th, 2015
Date

David Cici (electronic signature)
Authorized Signature

President
Title

Southern Star of Charlotte, Inc.
Company Name

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: Southern Star of Charlotte, Inc.

Representative (printed): David Cici

Representative (signed): David Cici (electronic signature)

Address: 7439 Orr Road

City/State/Zip: Charlotte, N.C. 28213

Email address: towpros@aol.com

Telephone: (704) 598-6455
(Area Code) Telephone Number

Facsimile: (704) 598-6419
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

<u>Southern Star of Charlotte, Inc.</u>	<u>May 4th, 2015</u>
Service Provider	Date
<u>David Cici (electronic signature)</u>	<u>David Cici</u>
Authorized Signature	Please type or print name

RFP # 269-2015-052

Towing Services

12. The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: HICKORY GROVE DIVISION (FIRST CHOICE)

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: _____

Company Name: SOUTHERN STAR OF CHARLOTTE, INC.

Company Contact: DAVID CICI OR LINDA SCROBOGNA

Contact Phone: 704-598-6455

13. Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function (see exceptions)	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

RFP # 269-2015-052

Towing Services

14. The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: UNIVERSITY DIVISION (SECOND CHOICE)

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: _____

Company Name: SOUTHERN STAR OF CHARLOTTE, INC.

Company Contact: DAVID CICI OR LINDA SCROBOGNA

Contact Phone: 704-598-6455

15. Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function (see exceptions)	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

RFP # 269-2015-052

Towing Services

16. The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: NORTH TRYON DIVISION (THIRD CHOICE)

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: _____

Company Name: SOUTHERN STAR OF CHARLOTTE, INC.

Company Contact: DAVID CICI OR LINDA SCROBOGNA

Contact Phone: 704-598-6455

17. Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function (see exceptions)	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

18. The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: EASTWAY DIVISION (FOURTH CHOICE)

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: _____

Company Name: SOUTHERN STAR OF CHARLOTTE, INC.

Company Contact: DAVID CICI OR LINDA SCROBOGNA

Contact Phone: 704-598-6455

19. Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function (see exceptions)	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F - Part# 5 - Payment Process & Schedule for CED Motor Vehicle Tows.

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Vehicles of 10,000 pounds GVW or less	\$ 65.00
Flat rate cost of Basic Towing Services for Vehicles of 10,001 through 26,000 pounds GVW	\$ 125.00
Flat rate cost of Basic Towing Services for Vehicles 26,001 pounds GVW or more	\$ 250.00
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more (see exceptions)	\$ 125.00 / \$200.00
Flat rate for Towing disabled <i>loaded</i> refuse heavy trucks to Charlotte Motor Speedway landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ 650.00

Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Otts Street, Service Providers may provide an additional per-mile charges from the 35-mile radius line to and from the CMS Landfill back to the 35-mile line.

Type of Vehicle	Per-Mile Rate
10,000 pounds GVW or less	\$ 3.50 / mile
10,001 through 26,000 pounds GVW	\$ 3.75 / mile
26,001 pounds GVW or more	\$ 4.00 / mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 3.75 / mile

2. Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City:

Service Description	Unit Cost
Cable installation per vehicle, (Vehicle of less than 10,000 pounds GVW)	\$ 50.00
Chain / Cable installation per vehicle, (1,500 to 2,000 pound GVW Vehicle):	\$ 75.00
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ 75.00
Light	\$ 50.00
Medium	\$ 75.00
Heavy	\$ 125.00
Construction Equipment	\$ 125.00
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ 65.00
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____

3. Special Circumstances Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
Roll back wrecker	\$ 75.00
Heavy wrecker	\$ 250.00
Landall	\$ 175.00
Bobcat or skid steer	\$ 150.00
Forklift	\$ 150.00
Other	\$ 150.00

4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
10,000 pounds GVW or less	\$ 65.00
10,001 through 26,000 pounds GVW	\$ 125.00
26,001 pounds GVW or more	\$ 250.00
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 125.00

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
10,000 pounds GVW or less	\$ 75.00
10,001 through 26,000 pounds GVW	\$ 125.00
26,001 pounds GVW or more	\$ 175.00
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ 125.00

REQUIRED FORM 5 – REQUIREMENTS MATRIX

RFP # 269-2015-052

Towing Services

The City created a functional requirement matrix to assist the Service Provider in understanding the expectations of the City and to aid in the comparison of Proposals. Each Proposal must include the matrix with the appropriate code denoted by the Service Provider for each requirement of the Project. The inability of a Service Provider to successfully meet all of the functional requirements listed in this matrix will not invalidate the Proposal, although those Proposals, which do meet all of the functional requirements, may be given priority.

Service Providers must provide a response under each and every subsection with one of the following codes to be deemed responsive:

Code	Functional Requirement
“N”	Service Provider cannot meet the requirement.
“Y”	Service Provider currently meets this requirement.
“U”	This requirement will be met if awarded a Contract. (Explanation Required).
• “X”	The requirement will be met by the proposed solution in some other way. (Explanation Required).
“U”	Where the Service Provider does not need to respond specifically to the requirement but does need to acknowledge the process or procedure, “U” stands for “Understands and Will Comply”. Requirements where the code “U” is acceptable are noted by three asterisks (***) . All other requirements must have one of the other codes included in this table.

Service Providers must clearly identify any inability to meet defined requirements.

If the Service Provider does not completely comply with a requirement, the reason must be clearly stated and include an alternate solution, if applicable or required, in the “Comments” column of the matrix.

For the requirements requiring detailed information or description, provide as much information as is necessary to adequately respond to the requirement.

If additional response space is needed, the Service Provider must provide the response on a separate page and reference the attached response by section number.

DIVISION WRECKER SERVICES REQUIREMENT		FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information			
1.	***Accuracy of RFP and Related Documents as stated in Section 1.3.	<u>U</u>	
2.	***Expense of Submittal Preparation as stated in Section 1.5.	<u>U</u>	
3.	***Proposal Conditions as stated in Section 1.6.	<u>U</u>	
Section 3.2 – Division Wrecker Scope of Services			
4.	***Wrecker Division Boundaries as described in Section 3.2.1.	<u>U</u>	
5.	***Wrecker Division Statistics as provided in Section 3.2.2.	<u>U</u>	
6.	***Operational Procedures as provided in Section 3.2.3	<u>U</u>	
7.	Wrecker Driver Requirements outlined in Section 3.2.4.	<u>U</u>	
8.	All Physical Plant Requirements described in Section 3.2.5	<u>U</u>	
Section 3.2.6 - Release of Motor Vehicles			
9.	Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	Would like to see this change, for the safety of customers and staff, from 6 am until Midnight to 7 am to 11 pm
10.	The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	<u>Y</u>	
11.	Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	Would like to see this change, for the safety of customers and staff, from 6 am until Midnight to 7 am to 11 pm

12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	<u>Y</u>	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	<u>U</u>	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	<u>Y</u>	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	<u>Y</u>	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	<u>Y / U</u>	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	<u>Y</u>	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	<u>U / Y</u>	

19.	<p>***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.</p>	<u>U</u>	
Section 3.2.11 – Division Wrecker Reporting			
20.	<p>***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15</p>	<u>U</u>	
21.	<p>***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.</p>	<u>U</u>	
22.	<p>Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database</p>	<u>Y</u>	

23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	<u>Y</u>	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	<u>Y</u>	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	<u>Y</u>	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	<u>U</u>	
27.	***In the event of a failure with the Service Provider's internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	<u>U</u>	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	<u>Y</u>	

29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract.</p>	<p><u>U / Y</u></p>	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	<p><u>Y</u></p>	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service's Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	<p><u>Y</u></p>	

32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	<u>Y</u>	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	<u>U</u>	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	<u>U / Y</u>	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider's facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider's facility.	<u>Y</u>	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	<u>Y</u>	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider's facility within two (2) hours of such release or title acquisition by the Service Provider.	<u>Y</u>	

38.	***Weekly Reporting - A daily “Unmatched” report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	<u>Y</u>	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	<u>Y</u>	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month’s dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	<u>Y</u>	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	<u>Y</u>	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	<u>Y</u>	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	<u>U</u>	
Section 3.4 Equipment Condition and Capacity Requirements			
44.	All Equipment requirements described in Section 3.4	<u>Y</u>	
Section 3.5 – Pricing			
45.	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	<u>U</u>	<i>Please see exceptions</i>
46.	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	<u>U</u>	<i>Please see exceptions</i>

47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	<u>U</u>	<i>Please see exceptions</i>
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	<u>U</u>	<i>Please see exceptions</i>
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	<u>U</u>	<i>Please see exceptions</i>
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider's storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider's Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	<u>U</u>	

51	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.</p>	<u>U</u>	<i>Please see exceptions</i>
52	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.</p>	<u>U</u>	<i>Please see exceptions</i>
53	<p>***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.</p>	<u>U</u>	<i>Please see exceptions</i>
54	<p>***Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.</p>	<u>U</u>	

55	***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.	<u>U</u>	
56	***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.	<u>U</u>	
57	*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City's Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.	<u>U</u>	

58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	<u>Y</u>	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	<u>U</u>	

60	***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.	<u>U</u>	
61	***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.	<u>U</u>	
62	***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)	<u>U</u>	
63	***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.	<u>U</u>	
64	***The Division Wrecker Service Provider shall be deemed to have engaged in a "Billing Violation" if it: a) charges a Vehicle Owner, the City or the City's Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City's Authorized Agent for Services not actually performed.	<u>U</u>	
65	***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.	<u>U</u>	

Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	<u>U</u>	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	<u>Y</u>	
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	<u>Y</u>	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	<u>U</u>	

The following pages have been redacted.

REQUIRED FORM 7 – Service PROVIDER’S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: SOUTHERN STAR OF CHARLOTTE, INC

1. Where are your company’s corporate headquarters located?

CHARLOTTE, N.C. 28213

2. How many years has your company provided the Services described in the RFP?

We have been providing the services as described in the RFP for 37 years

3. How many public sector clients does your company have?

We presently have about 50 clients

4. Provide an overview and history of your company.

Southern Star has been involved in the Towing & Recovery business for approximately 37 years. This is a family owned business started by Carl Cici and his family in 1973 in New York. Moving to North Carolina in 1984, and in Charlotte, since 1992 we have grown as the City of Charlotte has. We are a 3^d generation Towing and Recovery company who intends to grow as the City of Charlotte continues to grow.

5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.

PLEASE SEE PAGE 50

6. Describe your company’s customer service philosophy and describe how it is communicated and reinforced throughout the organization.

To ensure our continued success and progress, all of our personnel, as well as owners, MUST practice our high standards of Quality, Service, and Cleanliness. Our business strives on Quality, Service and Dependability.

Our belief is that people should be treated as people, not numbers, not by their background, and not by the kind of vehicle that they drive. Our employees are trained to greet customers when they arrive, thank them, and wish them a good day (or night) when they leave. And most importantly, always "REMEMBER TO SMILE".

7. Describe your company's approach to total quality management and describe your company's total quality plan.

Our company is continually striving to improve our business. Our management team meets on a monthly basis, and discusses any problems, along with new and innovative ways to improve our service. When available, we try to go to seminars with regard to our industry, and those regarding customer service. One of the ways that we have tried to help our present customers is with our billing. We have tried to streamline this by the use of e-mailing invoices, as well as our statements via QuickBooks. More of our customers enjoy this aspect and some still want the paper billing. We also utilize a training system designed by Donna Coe of Coe Consulting Group, with CD as well as written driver and customer service training.

8. Describe your company's continuous improvement program and how your current customers benefits from your service improvements.

Southern Star strives to provide the best possible service to each an every customer. We ensure that by several different approaches. We in management have meetings every week to see if there are any problems that may need immediate attention, how we can resolve the problem, and what we can do to insure that the problem does not happen again. We make what we call an "Action Plan". That is where we describe the problem, find ways to improve and fix the problem. We also try to

contact our customers, to see if they are satisfied with our service, if there are any problems, questions or concerns, and what we can do to improve customer service.

9. Describe your company's experiences in adapting to changing technologies.

As technology has advanced, we are all ever adapting to this change. With the use of cell phones, tablets, and such, our lives have been made easier. We can use these things to photograph, document and utilize these items as learning tools as well. We also utilize these advances to keep up to date on the latest towing procedures for newer vehicles that are incorporating new technology such as hybrid and electric vehicles.

10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.

Dispatchers receive the calls and according to the type of call that it is the appropriate driver is assigned the call. Customers are informed of how long it will take to get a driver to their call.

11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided).

Please See REQUIRED FORM #12

12. Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.

Our Company is an S-Corporation with no subsidiaries; affiliates and no other related entities. The ownership structure is as follows:

David Cici 60%

Linda Scrobogna 40%

13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

As a current provider for the Hickory Grove Division, we are already familiar with CMPD's " TVI " (Towed Vehicle Inventory) and the monthly reporting procedure.

14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

Although it has been a number of years since we provided service to the City of Charlotte with regard to City owned equipment. We would comply with all procedures and reporting as required.

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.

There have been no organizational changes such as divestitures, acquisitions, or spin-offs that have occurred in the last two (2) years; none are anticipated in the future for Southern Star of Charlotte, Inc.

16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

Not Applicable

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.

All current personnel, both office staff and towing operators have many years experience ranging from 5 to 25 years. They also have been trained professionally by organizations such as "Wes Wilburn" or "Wreckmaster". Each new hire must have a minimum of 2 years verifiable

experience, and it would be preferred if they have training certifications, but if not that type of training will be extended to them when classes are being offered in our area.

18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.

We are staffed here at our facility 24 / 7 and 365 days per year.

We do not have any subcontractors.

19. What steps will your company take to ensure that the transition of Services run smoothly?

As in all transitions, there will be some things that some departments would like to see done the way that they prefer. One thing that we like to do, is to meet with the department personnel to ask what steps that they prefer us to do, and communicate to our staff of their preferences.

20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.

We utilize two way radio communication and cell phones. If the City wishes, we can call to let them know when we are on scene, and when the job is completed.

21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?

Most aspects of the Towing Industry can be risky. But thru proper training, hi visibility uniforms, and the promotion of the "SLOW DOWN MOVE OVER LAW" to help bring awareness to the public for the safety of our drivers, the persons with the vehicle, and other highway workers.

22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.

All person's coming into our facility must come into the office. There they must sign in to go onto the lot. We are gated, electric fenced, and through the utilization of security cameras both inside and out, our office personnel can watch for any inconsistencies. If there is any problem, our dispatchers are advised to call "911" and not confront any intruders. As far as electronic data, we are equipped with Virus protection, and removable backup media.

23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.

To make vehicle owners aware of all fees and any other information is posted in the customer area.

24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.

If a vehicle owner wished to contact our company with any questions, at the first contact with that customer, which would probably be at the scene of an accident or disablement, our driver would give that customer a business card. We also have posted on our vehicles the telephone number for the company. The customer may call our office and speak to any office personnel and direct their question with regard to the Division Wrecker Service. But if we cannot answer their question, we will send them to the appropriate person to answer their question. We also have a website www.southernstartowing.com where people may contact us thru. And also a Facebook page "Southern Star Towing", to see our equipment and also to contact us.

25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.

Any complaints that a customer may have, we would try to resolve it as quickly as possible. We would talk to the owner of the vehicle and listen to their complaint. We would investigate the allegations, speak to all parties involved to "get to the bottom of it". We would then go back and look through camera footage and try to ascertain if anyone was near the vehicle. If our investigation showed us to be negligent, we would either take care of it in house, or if needed turn it over to insurance. If any one on our staff was guilty proper action up to and including termination would be imposed.

26. State what, if any, certifications your organization requires for Wrecker Drivers.

Certifications are not mandatory, but are preferred. We recognize both "Wes Wilburn Training" and "Wreckmaster Training"

27. Describe in detail your internal procedure(s) on how to perform a tow.

When a call comes into dispatch, our dispatcher will take all the information from the customer, and give the customer an ETA. We will access what truck will be needed.

Once a call is dispatched, a driver is sent out to the scene. At that point they will assess the situation, to see what it will take to safely retrieve the vehicle. At that point he will "hook" the vehicle and secure the vehicle to the tow truck, and return to lot or location of delivery.

28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.

Most aspects of the Towing Industry can be risky. But thru proper training, hi visibility uniforms, and the promotion of the "SLOW DOWN MOVE OVER LAW" to help bring awareness to the public for the safety of our drivers, the person(s) with the vehicle, and other highway workers.

29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.

Our company specializes in light duty, medium duty, and heavy duty towing for both cars & trucks. We also specialize in equipment hauling, machinery hauling, Bus and RV towing, Municipalities. We can tow and haul just about anything within the confines of weight restrictions, and if overweight we must obtain an OSOW permit.

30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

IF all of our vehicles are in use or unavailable to provide Services for the City, we will utilize the assistance of another Contracted Company for the City. But, we try to maintain enough equipment and personnel for that not to happen.

The following three pages have been redacted.

REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

SERVICE PROVIDER: SOUTHERN STAR OF CHARLOTTE, INC

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

SOUTHERN STAR OF CHARLOTTE, INC

NAME OF FIRM

BY: David Cici (electronic signature)

SIGNATURE OF AUTHORIZED OFFICIAL

PRESIDENT

TITLE



REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	<i>SOUTHERN STAR OF CHARLOTTE, INC</i>
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Please indicate if your company is any of the following:

MBE WBE SBE None of the above

If you company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that were employed by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed):

Identify outreach efforts that will be employed by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

[Form continues on next page]

List below all **MWSBEs** that you intend to use on this Contract.

Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #

Total MBE Utilization	%
Total WBE Utilization	%
Total SBE Utilization	%
Aggregate MWSBE Utilization	%

May 4th, 2015
Date

SOUTHERN STAR OF CHARLOTTE, INC
Name of Company

Estimated Total Contract Value

DAVID CICI, PRESIDENT

David Cici, President
(electronic signature)
Name, Title and Signature

Required form 12 – references

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	<i>CHARLOTTE AREA TRANSIT (CATS)</i>
Contact Name	<i>MR. EDWARD PULLAN</i>
Phone Number	<i>704-432-1052</i>
Email Address	<i>epullan@charlottenc.gov</i>
Reference 2	
Company Name	<i>CMPD</i>
Contact Name	<i>KELLY GREEN</i>
Phone Number	<i>704-336-8306</i>
Email Address	<i>kgreen@cmpd.org</i>
Reference 3	
Company Name	<i>J J KANE AUCTIONEERS</i>
Contact Name	<i>BRIAN SANDON</i>
Phone Number	<i>704-904-7346</i>
Email Address	<i>brian@jjkane.com</i>
Reference 4	
Company Name	<i>COCA COLA / RED CLASSIC TRANSIT</i>
Contact Name	<i>TRACY HELMS</i>
Phone Number	<i>980-321-3709</i>
Email Address	<i>tracy.helms@redclassictransit.com</i>
Reference 5	
Company Name	<i>MID ATLANTIC</i>
Contact Name	<i>STEVE THOMPSON</i>
Phone Number	<i>704-732-8146</i>
Email Address	<i>straightline@charter.net</i>

Do Not Disclose Except for the Purpose of Evaluating this Proposal

Required form 13 – Equipment list

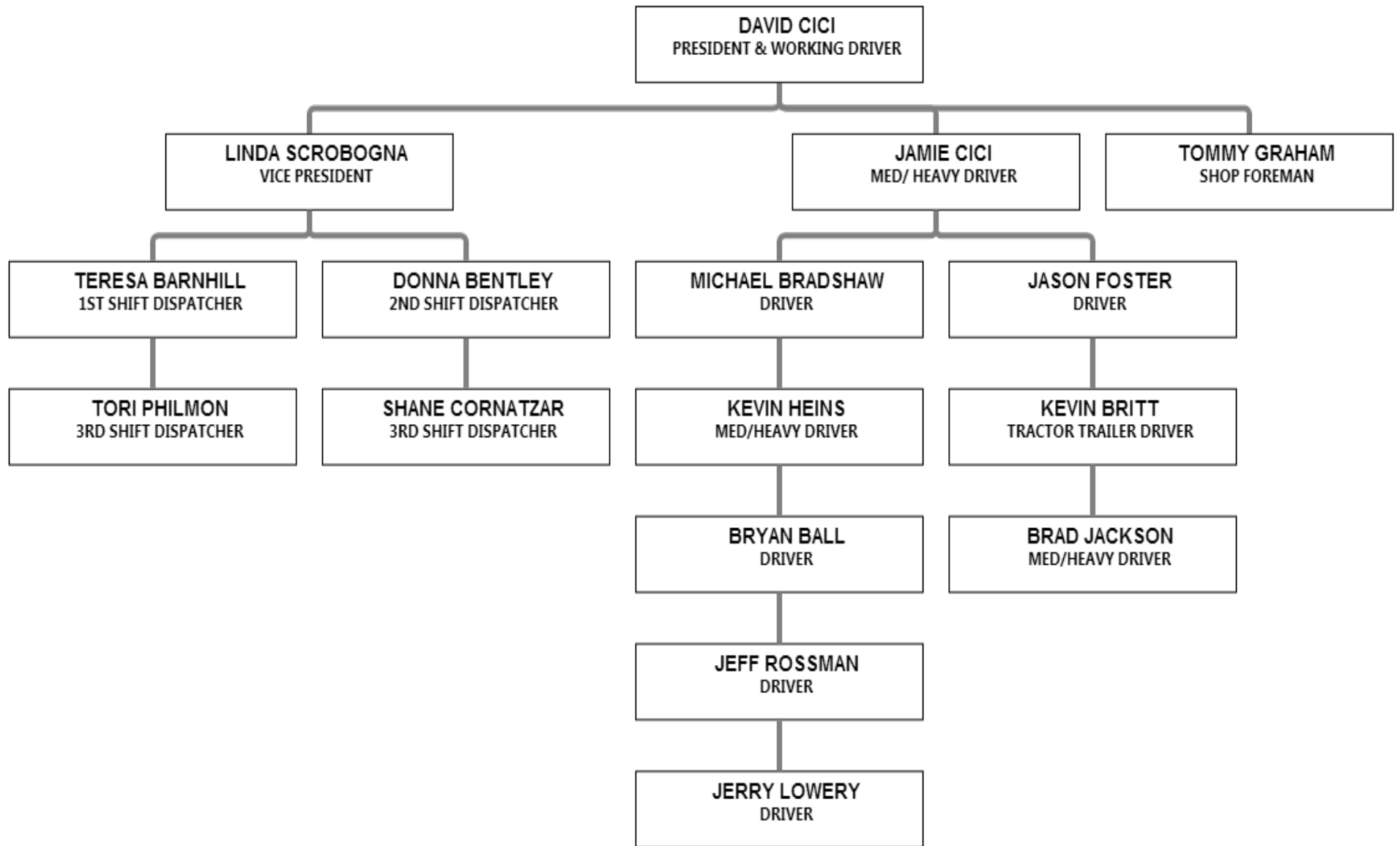
RFP # 269-2015-052

Towing Services

Service Providers shall indicate below each piece of equipment they intend to use to provide the Services along with the quantity of each type of equipment and the towing capacity. Additional lines or pages may be added to this table as needed.

Vehicle Description	Quantity	Towing Capacity	Model Year
<i>INTERNATIONAL 4700 (49)</i>	<i>1</i>	<i>30,000 LB</i>	<i>1995</i>
<i>INTERNATIONAL 9400 (59)</i>	<i>1</i>	<i>80,000 LB</i>	<i>1994</i>
<i>PETERBILT 379 (TRACTOR)</i>	<i>1</i>	<i>52,000 LB</i>	<i>1995</i>
<i>PETERBILT 379 (69)</i>	<i>1</i>	<i>80,000 LB</i>	<i>2007</i>
<i>PETERBILT 330 (71)</i>	<i>1</i>	<i>15,000 LB</i>	<i>2002</i>
<i>MACK CH 613 (TRACTOR)</i>	<i>1</i>	<i>72,000 LB</i>	<i>2001</i>
<i>PETERBILT 335 (77)</i>	<i>1</i>	<i>40,000 LB</i>	<i>2006</i>
<i>PETERBILT 340 (78)</i>	<i>1</i>	<i>54,000 LB</i>	<i>2006</i>
<i>PETERBILT 330 (79)</i>	<i>1</i>	<i>15,000 LB</i>	<i>2002</i>
<i>PETERBILT 330 (80)</i>	<i>1</i>	<i>15,000 LB</i>	<i>2002</i>
<i>PETERBILT 379 DTU (81)</i>	<i>1</i>	<i>80,000 LB</i>	<i>1995</i>
<i>PETERBILT 330 (82)</i>	<i>1</i>	<i>25,000 LB</i>	<i>2008</i>
<i>KENWORTH T-600 DTU (83)</i>	<i>1</i>	<i>80,000 LB</i>	<i>1999</i>
<i>INTERNATIONAL 4300 (84)</i>	<i>1</i>	<i>30,000 LB</i>	<i>2003</i>
<i>FREIGHTLINER M2 EC (85)</i>	<i>1</i>	<i>15,000 LB</i>	<i>2015</i>
<i>TALBERT RGN TRAILER</i>	<i>1</i>	<i>55 TON</i>	<i>2000</i>
<i>NATIONAL LANDOLL TRAILER</i>	<i>1</i>	<i>35 TON</i>	<i>2001</i>
<i>LANDOLL TRAILER</i>	<i>1</i>	<i>35 TON</i>	<i>2005</i>
<i>FORD F-450</i>	<i>1</i>	<i>10,000 LB</i>	<i>1997</i>
<i>MINIBUS</i>	<i>1</i>	<i>10,000 LB</i>	<i>2004</i>

***** If needed, we have the resources available to add more equipment as needed to service our commitments to the City of Charlotte, and our customers.*



This page has been redacted.

At this time these are the Exceptions that we would like to see changed. They are the following:

- *We feel that the hours of Releasing a Vehicle should be changed.*

We propose that they be changed from 6 AM until Midnight to 7 AM until 11 PM. We propose this change for the safety of our customers as well as our employee's

- *In regard to Division Wrecker Service Pricing, we feel that there should be additional "Winching" charges in the special circumstances of vehicle recovery. i.e. vehicles that have left the roadway and have overturned, and is beyond the capacity of a single truck. Also we feel that there should be a nominal additional charge for clean up. Due to the fact that in the past we have been out there cleaning up for over an hour.*

- *And finally as evidenced in our pricing for the City owned equipment you will notice that in the section REQUIRED FORM 4B – Type of Tow Unit Cost, there are 2 prices. The second cost of \$200.00 is for the use of specialized equipment (Low Boy). This is used for those pieces of equipment that are tall and wider than normal equipment, for example large wheel loaders, excavators...etc. These kinds of equipment can not be put on a standard Landoll due to height and width requirements of the DOT.*

There are no other Exceptions to this RFP at this time.

Thank you

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EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC
(D/B/A "WILLIAMS WRECKER SERVICE")
1031 Industrial Drive
P.O. Box 1056
Matthews, North Carolina 28106
Phone: (704) 847-9309
Fax: (704) 841-2259
WilliamsWrecker@williamswreckerservice.net

April 23, 2015

Ms. Tracey A. Keyes
Contracting Officer
City of Charlotte
Management & Financial Services
Finance Office – Procurement Management
600 East Fourth Street – CMGC – 9th Floor
Charlotte, North Carolina 28202-2805

Re: RFP Bid Number: 269-2015-052
Towing Services

Dear Ms. Keyes:

The undersigned, on behalf of Eddie R. Williams Family Wrecker Service, LLC, D/B/A "Williams Wrecker Service" ("Williams Wrecker"), submits the enclosed response to the City of Charlotte, North Carolina's RFP Bid Number: 269-2015-052.

The undersigned hereby declares and represents to the City of Charlotte that he has thoroughly reviewed and participated in the preparation of Williams Wrecker's attached response to the RFP. Furthermore, the undersigned is the General Managing Member of Williams Wrecker and has been vested with full authority by the company's co-owners to execute binding legal documents. The full name and address of Williams Wrecker, and direct contact information for the undersigned, is as follows:

Legal Name: Eddie R. Williams Family Wrecker Service, LLC
Operating Name: Williams Wrecker Service
Physical Address: 1031 Industrial Drive, Matthews, NC 28105
Mailing Address: P.O. Box 1056, Matthews, NC 28106
Telephone Number: 704-847-9309
Facsimile: 704-841-2259

The undersigned, on behalf of Williams Wrecker, warrants and represents that this submission is offered with the company's and its ownership fully aware of its obligations to the City if awarded the Division contract and further understands the scope of the project.

The company, through the undersigned, represents that the approach it intends to undertake in its performance under the contract will be above the standards established under the RFP and will meet or exceed the standard of care and performance for similar companies performing services for the City under similar contracts. The company anticipates that its fulfillment of its contractual obligations to the City will result in zero net cost to the City.

EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC

BY:

A handwritten signature in black ink, appearing to read "Eddie R. Williams", written over a horizontal line.

**GENERAL MANAGING MEMBER &
CHIEF OPERATING OFFICER**

Section 4 Proposal Format

- 4.1.2 Proposed Solution.
Given the purpose of this project and the City's goals as stated in this RFP, provide a creative solution to meet such goals. **For each component of the Project described in Section 3, state whether your Proposed Solution complies and provide a description of how the Proposed Solution complies as well as any additional information requested.** If you wish to add supplemental information, it shall be labeled "Supplemental Information."

RESPONSE: In response to the inquiry in Section 4.1.2 above, Williams Wrecker responds as follows:

Sec. 3.2 Division Wrecker Services Scope: Williams Wrecker has reviewed the project scope as outlined in Sec. 3.2 of the RFP and warrants and represents that it is capable of fulfilling the requirements of the scope of service.

Sec. 3.2.3 Division Wrecker Operational Procedures: Williams Wrecker ensures that the operational procedures outlined in Sec. 3.2.3 of the RFP will be met.

Sec. 3.2.4 Wrecker Driver Requirements: Williams Wrecker ensures that it is capable of complying with the Wrecker Driver Requirements enumerated in Section 3.2.4 of the RFP.

Sec. 3.2.5. Physical Plant Requirements. Williams Wrecker warrants and represents that its physical plant requirements meet or exceed the minimum requirements set forth in Sec. 3.2.5 of the RFP.

Sec. 3.2.6 Release of Motor Vehicles. Williams Wrecker currently complies with all requirements under Sec. 3.2.6 of the RFP.

Sec. 3.2.7. Payment Acceptance. Williams Wrecker's current forms of payment acceptance already fulfill the requirements of Sec. 3.2.7 of the RFP.

Sec. 3.2.8. Division Wrecker Customer Service. Williams Wrecker acknowledges its understanding of the requirements identified in Sec. 3.2.8.

Section 4 Proposal Format

of the RFP. Williams Wrecker's current customer service policies and practices is already in compliance with this Section of the RFP.

Sec. 3.2.9. Division Wrecker Miscellaneous. Williams Wrecker represents and warrants that it meets or exceeds the requirements set forth in Sec. 3.2.9 of this RFP.

Sec. 3.2.10. Division Wrecker Training. Williams Wrecker shall require at least two (2) employees to attend training provided by the City on any required software. The company further warrants that its employees will not deviate from the training requirements established by the City.

Sec.3.2.11.1. Division Wrecker Reporting Requirements. Williams Wrecker agrees that it will furnish the City with an accurate electronic report of each motor vehicle and for any motor vehicle stored, regardless of for whom, or by whom, the motor vehicle was towed, moved, and/or stored.

Williams Wrecker shall maintain a storage lot for the storage of all towed vehicles under the Contract. The company's storage lot complies with the requirements of Sec. 3.2.5.1 of this RFP.

3.2.11.2. Weekly Data Backup. Williams Wrecker agrees to perform a weekly data backup of all electronic information on removable backup media that is rotated off site.

3.2.11.3. Monthly Reporting. Williams Wrecker agrees that it shall, by the tenth (10th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. Williams Wrecker will attach the payment to a paper report showing all of the tows/dispatches for which the payment is being made. Williams Wrecker will use software provided by CMPD to produce the paper report.

3.4 Equipment Condition and Capacity Requirements. Williams Wrecker shall at all times possess sufficient towing capacity to assure that the needs of the City can be met within the response time deadlines and with the proper type of equipment as outlined in the RFP. All vehicles and other equipment shall meet or exceed the City's requirements under Sec. 3.4 of the RFP.

Section 4 Proposal Format

3.5.2. Division Wrecker Pricing. Williams Wrecker agrees to be bound and abide by the pricing structure as determined by the City and otherwise as required under Secs. 3.5.2 through 3.5.2.3.

3.6.1. Response Times. Williams Wrecker agrees that it shall respond to calls from CMPD Communications or other governmental agency in no longer than thirty (30) minutes and otherwise respond as required by Secs. 3.6.1 and 3.6.2 of the RFP.

3.7 Security Requirements. Williams Wrecker agrees to comply with the security requirements set forth in Sec. 3.7 of the RFP, and elsewhere, as indicated, and further agrees that its security procedures are those set forth in its response 3.8 to Question 22 on Form 7, Section 7 of this RFP.

3.8 Exceptions. Williams Wrecker warrants and represents that no exceptions exist that would impair the company's ability to comply with the terms of Exhibit A of the RFP.

4.1.3. **Background and Experience and Financial Information.** Eddie R. Williams Family Wrecker Service, LLC is organized as a North Carolina limited liability company. The company does business under the name "Williams Wrecker Service" and is operated by the third-generation of the Williams family. The company's wrecker business was originally founded by Roland and Kate Williams in 1968. The company was operated as a sole proprietorship for over twenty years by Eddie R. Williams until his death in 2010. Eddie R. Williams children, Eddie Jackson Williams, Katherine Jean Williams, and Amanda Ryan Williams are the company's current owners.

Williams Wrecker Service currently employs eleven full-time and one part-time employees. Williams Wrecker Service is very experienced in the provision of similar wrecker services to clients similar to the Division Wrecker Services similar to that described in the RFP. Specifically, Williams Wrecker currently has a relationship with the City of Charlotte for the provision of towing services in the Independence Division. The company also provides similar services for the Town of Matthews and the Town of Mint Hill.

4.1.4. Equipment, Physical Plant and Operational Requirements.

Section 4

Proposal Format

4.1.4.1. **Minimum Equipment Requirements.** Williams Wrecker is equipped to meet or exceed the minimum equipment requirements identified in Sec. 3.4 of this RFP. Williams Wrecker is prepared to acquire any additional equipment that may be required in order for the company to meet or exceed the requirements of this RFP.

4.1.4.2. **Division Wrecker Specific Requirements.**

Equipment Requirements: Williams Wrecker Service meets or exceeds the equipment requirements identified in Sec. 3.4 of this RFP. For specific items of equipment see Form 13.

Physical Plant Requirements: Williams Wrecker Service's physical plant meets or exceeds the requirements set forth in Sec. 3.2.5 of this RFP. See response to Questions #18 and #22 of Form 7 attached hereto.

Storage Lot Requirements: Williams Wrecker Service currently maintains a primary storage lot zoned I-1 of approximately one (1) acre. Immediately adjacent to the primary lot the company maintains a secondary lot of approximately .8 acres. Both lots are surrounded by a chain link fence of varying heights between 7 and 8 feet tall. The fence is topped with two (2) feet of razor wire and six rows of barbed wire. There is only point of entry and exit into the combined lots. Both lots are well lit and monitored twenty-four hours per day. The company maintains the lots in good condition, including ensuring that vegetation is controlled and the surroundings are safe and as clean as possible.

Office Building Requirements: Williams Wrecker Service maintains a well-kept office building located at 1031 Industrial Drive, Matthews, North Carolina, and approximately one block from Monroe Road. The office is staffed twenty-four hours each day, 365 days per year. The office building includes a clean and comfortable customer waiting area with all required signage clearly displayed in both English and Spanish. The office staff is always available to assist customers with any questions or concerns, including use of the company's telephone fax and machine. The company also maintains two heavy-duty safes to safeguard customers' valuable items.

4.1.4.3 **Operational Requirements.** Williams Wrecker has adopted all necessary operating procedures required to comply with the RFP including, but not limited to the following: the maintenance of a single entrance and exit onto

Section 4

Proposal Format

the company's lot that is monitored electronically twenty-four hours per day; notary public services during normal business hours; the acceptance of cash and all required credit and/or debit cards; on-site staffing twenty-four hours per day; and the storage of cars in a manner to best protect them from the elements, including wrapping and securing plastic over broken windows or other exposures. Williams Wrecker releases motor between the hours of 6:00 a.m. and midnight seven days per week.

- 4.1.4.4. **Wrecker Driver Requirements.** Williams Wrecker only employees highly qualified and experienced wrecker drivers. Every driver meets or exceeds the requirements set forth in Sec. 3 of this RFP.

Section 5

Background and Experience

5. SERVICE PROVIDER'S BACKGROUND AND EXPERIENCE.

Please answer the following questions as completely as possible, placing your answer immediately after the question to which it applies. **If you wish to add supplemental information, it shall be labeled "Supplemental Information."**

5.1. Analytical Approach (Information Only - No Response Required).

Per RFP no response required is required to Sec. 5.1.

5.2. Guarantor.

Williams Wrecker is organized as a North Carolina limited liability company wholly owned by the company's current General Managing Member, Eddie Jackson Williams, and his sisters, Katherine Jean Williams and Amanda Ryan Williams. The financial obligations of Williams Wrecker are not underwritten or guaranteed by any parent, subsidiary, of affiliated company.

5.3. Requests for Financial Information.

Williams Wrecker is prepared to produce the financial information requested in Section 5.6 of the RFP within twenty-four (24) hours request.

5.4. Past or Pending Judgments.

Eddie R. Williams Family Wrecker Service, LLC has no past or pending judgments against it.

5.5. Financial and Legal Considerations (Information Only - No Response Required).

Williams Wrecker Service is prepared to deliver to the City the financial information requested in Section 5.7 of the RFP within twenty-four (24) hours of the City's request.

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2015-052

Towing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:

 6
 2

**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

 4-24-15
 5-1-15

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

EDDIE JACKSON WILLIAMS

(Please Print Name)

Date



 4-24-15

Authorized Signature

GENERAL MANAGING MEMBER

Title

EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC

Company Name



Procurement Management

Addendum # 1	Towing Services RFP # 269-2015-052
---------------------	---

To: All Prospective Service Providers

Date: April 24, 2015

Subject: Addendum # 1 – Towing Services, RFP # 269-2015-052

Please note the specification changes/modifications below for the RFP.

Item #	Page #	Section #	Specification(s)	Change(s) Modification(s)
1			Checklist for submitting a Proposal	<p>Modification: The Checklists provided via Attachment 1 and 2 to this Addendum 1 are hereby incorporated into the RFP, immediately following the checklist for submitting a Proposal.</p>
2	1	1.2	Definitions	<p>Modification: The following definitions are hereby added to Section 1.2 of the RFP:</p> <p>Business Days: Refers to Monday through Friday from 8:00 a.m. to 5:00 p.m. (Division Wrecker), or twenty-four (24) hours a day, seven (7) days a week, including holidays (Fleet Towing).</p> <p>Basic Towing Services: Refers to Services for Motor Vehicles of less than 8,500 pounds in GVW not including the use of Special Services (Division Wrecker) or Services for Motor Vehicles of 10,000 pounds or less in GVW (Fleet Towing).</p> <p>CVRA: Refers to Charlotte Regional Visitors Authority.</p> <p>County: Refers to Mecklenburg County, North Carolina.</p> <p>Vehicle Owner: Refers to a register or titled owner of the Motor Vehicle or</p>

Item #	Page #	Section #	Specification(s)	Change(s) Modification(s)
				someone authorized in writing by the Vehicle Owner to regain possession from the Service Provider (Division Wrecker) or to any Motor Vehicle owned by the City, County or the CVRA, and serviced by Fleet Management (Fleet Towing).
3	36	3.4	Equipment Condition and Capacity Requirements	<p>Modification: Section 3.4 of the RFP, along with the preceding Statement below, are hereby replaced in their entirety with Attachment 2 in this Addendum.</p> <p>“THE FOLLOWING SECTIONS APPLY TO BOTH DIVISION WRECKER AND FLEET TOWING SERVICES UNLESS SPECIFICALLY INDICATED AS PERTAINING TO A SINGLE SERVICE.”</p>
4	49	5.3	Requests for Financial Information	<p>Modification: The reference to Section 5.6 in the first sentence is hereby corrected to Section 5.3.</p>
5	52	5.5	Financial and Legal Considerations (Information Only – No Response Required)	<p>Modification: The reference to Section 5.7 in the first sentence is hereby corrected to Section 5.5.</p>
6	59, 77	Section 7, Form 4B & Form 6	Fleet Towing Pricing Form & Financial Resources Data	<p>Modification: The following forms are hereby replaced in their entirety as follows:</p> <ul style="list-style-type: none"> • Pricing Worksheet (Form 4B) – refer to Attachment 4 herein. • Financial Resources Data (Form 6) – refer to Attachment 5 herein.

Item #	Page #	Section #	Specification(s)	Change(s) Modification(s)
7	103	Section 8, Section 27	Sample Contract Insurance	<p>Modification: The following insurance requirements are replaced in their entirety as follows:</p> <p>27.1.3. Garage Operations Liability – Garage Liability as shall protect the Company from bodily injury and property damage arising out of garage operations. Coverage shall include Broadened Coverage Garage endorsement form CA 25 1 4. The amounts of such insurance shall not be less than \$1,000,000 combined single limit and be designated by symbol 21 (any auto) and symbol 30 (autos left with) on the policy.</p> <p>27.1.4. Garage Keepers Legal Liability – Garage Keepers Liability as shall protect the Company for loss to an auto left in the Company's care for service, repair and storage or during operations. The amount of such insurance shall not be less than \$600,000 per occurrence/aggregate. Coverage shall be written on a direct primary basis. Company shall be responsible for any deductibles. Coverage shall also include on-hook coverage, providing property damage to vehicles being transported or towed by a vehicle owned by the Company, in the amount of not less than \$500,000 per occurrence, for vehicles designated by endorsement. The vehicles designated shall be the only ones allowed to tow City high value (over \$300,000 cost new) vehicles. All other vehicles in the Company's fleet shall maintain on-hook coverage at limits of not less than \$250,000 per occurrence, and shall be allowed to tow all other City vehicles.</p>

In order to constitute a complete proposal response you must acknowledge receipt of this addendum with the Addenda Receipt Confirmation Form in Section 7 of the RFP in your Proposal.

Any Service Provider not acknowledging receipt of an issued addendum may not be considered.

In the event additional changes or clarifications to this RFP are warranted, all Service Providers are responsible for monitoring www.ips.state.nc.us for additional addenda.

We appreciate your interest in doing business with the City of Charlotte and look forward to receiving a Proposal from your company.

Sincerely,

Tracey Keyes
Procurement Officer

cc: RFP Team
RFP File

Finance Office - Procurement Management
Management and Financial Services/City of Charlotte 600 East Fourth Street Charlotte, NC 28202-2850
Phone: 704/353-0776 Fax: 704/632-8519

ATTACHMENT 1

Checklist for submitting a Proposal for Division Wrecker Services:

Please follow the checklist found in the front of the RFP and pay attention to the following items:

- Division Wrecker Services Scope per **Section 3.2 and Exhibits C, D, & E in Sample Contract**
- Division Wrecker Operation Procedures per **Section 3.2.3**
- Division Wrecker Driver Requirements per **Section 3.2.4**
- Physical Plan Requirements per **Section 3.2.5**
- Release of Motor Vehicles per **Section 3.2.6**
- Payment Acceptance per **Section 3.2.7**
- Division Wrecker Customer Service per **Section 3.2.8**
- Miscellaneous Division Wrecker Items per **Section 3.2.9**
- Division Wrecker Training per **Section 3.2.10**
- Division Wrecker Reporting Requirements per **Section 3.2.11**
- Division Wrecker Equipment Condition and Capacity Requirements per **Section 3.4.1**
- Division Wrecker Pricing per **Section 3.5.2**
- Response to Calls for Division Wrecker Service per **Section 3.6.1**
- Section 7, Form 4A, Wrecker Division Request**

ATTACHMENT 2

Checklist for submitting a Proposal for Fleet Towing Services:

Please follow the checklist found in the front of the RFP and pay attention to the following items:

- Fleet Towing Service Scope per **Section 3.3**
- Service Provider Fleet Towing Requirements per **Section 3.3.1**
- Fleet Towing Service Locations/Destinations Operating Requirements per **Section 3.3.2**
- Fleet Towing Reporting per **Section 3.3.3**
- Miscellaneous Fleet Towing Requirements per **Section 3.3.4**
- Fleet Towing Equipment Condition and Capacity Requirements per **Section 3.4.2**
- Fleet Towing Pricing per **Section 3.5.1**
- Response Times for Fleet Towing per **Section 3.6.2**
- Section 7, Form 4B, Fleet Towing Pricing Form**
- Section 7, Form 13, Equipment List**

ATTACHMENT 3

3.4. Equipment Condition and Capacity Requirements.

The Service Provider shall possess sufficient towing capacity to assure that the needs of the City can be met within the response time deadlines and with the proper type of equipment as outlined in this RFP. All equipment shall meet the minimum requirements listed below. Brakes, lights, signals, and related equipment must be maintained in a good condition to assure safe tows up to the rated capacity of the Wrecker Vehicle. All Wrecker Vehicles are required to have federal inspections.

All subcontractor relationships must be in accordance with the requirements set forth in this RFP and the sample Contract included as Section 8.

3.4.1. Division Wrecker Services.

The Service Provider must own or lease, and have in its possession on the effective date of the Contract, the following equipment:

- A. One (1) operational Wrecker Vehicle with 8,500 pounds winching capacity with 100 feet of 3/8 inch winching cable, as well as a boom arm;
- B. One (1) operational Rollback body truck;
- C. At least three (3) additional Wrecker Vehicles as described above in A or B;
- D. One (1) Wrecker Vehicle with a twin cable winching capacity of (20,000 pounds with 200 feet of 7/16 inch winching cable; and
- E. Equipment capable of towing Motor Vehicles of larger size than 8,500 pounds GVW as well as equipment for towing intermediate sized Motor Vehicles and large transfer trucks.

Each Wrecker Vehicle utilized by the Division Wrecker Service Provider shall be equipped with the following equipment:

- A. One (1) tow dolly per Wrecker Vehicle with the exception of roll-back/flat-bed trucks;
- B. Three (3) sets of Class A signals; two (2) signals attached on the front, two (2) signals attached on the rear, and two (2) signals attached to an elevated position;
- C. One (1) revolving/strobe or LED amber light visible up to 500 feet and one (1) sealed beam spotlight;
- D. One (1) Federal Communications Commission (FCC) licensed FM two-way radio, cellular phone, mobile, or other two-way communication device;
- E. Fire Extinguishers:
 - One (1) two quart fire extinguisher, or larger; and
 - A fire extinguisher having an Underwriters Laboratories rating of 5 B:C or more;OR
 - Two fire extinguishers, each of which has an Underwriters Laboratories rating of 4 B:C or more.
- F. Tools for unlocking Motor Vehicles;
- G. Twenty-five (25) feet of rope;
- H. One (1) push broom, with at least a 14- inch head, one (1) dust pan, and one (1) refuse container;
- I. One (1) square point shovel, which is at least a No. 2 and a quantity of absorbent material;

- J. Oil-absorbing material: All Wrecker Vehicles operated in metropolitan areas shall have no less than one (1) of the following: (i) Sand or commercial oil and grease absorbent, (ii) at least 1,155 cubic inches of material, or (iii) the equivalent of a five-(5) gallon can of material which can be carried in a weatherproof container;
- K. Electric lantern or flashlight, such as a battery-powered electric lantern, or a two-cell flashlight in lieu of an electric lantern;
- L. At a minimum, the business name, address, and telephone number shall be displayed on the side of the cab of the Wrecker Vehicle. Except for those Vehicles subject to 49 C.F.R. Part 390, per N.C.G.S. § 20-101, all Company Wrecker Vehicles must have the name and address of the registered owner of the Vehicle and the name and owner of the business if different than that of the owner, printed on the side of the Vehicle in letters not less than three inches in height.; and
- M. Gloves and a clean seat cover to protect the interior of Motor Vehicles.

If the Service Provider's plan includes a subcontract relationship, a Letter of Intent must be included with the Service Provider's Proposal indicating the Service Provider's intent to subcontract the Services required by this RFP. This Letter of Intent must include:

- N. Subcontractor or company contact information; and
 - O. be signed by the subcontractor;
- OR
- P. must be on company letterhead of the subcontractor.

A subcontract will be required with the final Contract.

The Service Provider must have the above equipment for each Wrecker Division awarded.

3.4.2. Fleet Towing Services.

The Service Provider shall possess sufficient equipment to assure that they can meet all requirements found in this RFP, and carry the minimum equipment listed below on their vehicles:

- Fire Extinguishers;
- Chains;
- Dollies;
- Oil Dry;
- Vehicle tarp cover and crash wrap;
- Emergency lighting or flares;
- Traffic or Emergency Highway cones;
- Shovels, brooms and buckets; and
- Any other equipment required by local, state or federal government agencies or affiliates.

**ATTACHMENT 4
REQUIRED FORM 4B – FLEET TOWING PRICING FORM**

RFP # 269-2015-052

Towing Services

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

1. Basic Pricing:

Service Providers shall indicate their pricing taking into consideration the following costs:

- Any permits, licenses, certifications, or other related operational fees/duties/costs the Company may incur;
- Any training, tools, or special equipment;
- Services included: for heavy truck, cage parking brake springs for air brakes, axle shaft removal and/or re-installation, drive shaft U-joint separation and/or re-installation, rigging and other similar tasks frequently encountered in the recovery of wrecked and/or disabled heavy Vehicles;
- Securing lift forks on commercial refuse trucks and securing broom and nozzle mechanisms on street sweepers;
- Any fluid or debris clean-up resulting from any towing operation performed. Examples include, but are not restricted to, “bleeding” or draining of hydraulic lines, debris spilled or dropped at the scene;
- Any wait time at recovery scene;
- Any supplies related to cleaning or prevention of the soiling of any piece of Vehicle provided under this contract;
- Any and all labor charges and expenses;
- Any supplies or tools referenced ; and
- Fuel costs.

Any additional expenses not detailed below that are incurred by the Service Provider in the course of providing these Services shall not be invoiced to the City.

Service Providers shall indicate their pricing below for general Towing Services for each type of described vehicle assuming a thirty-five (35) mile radius from 1105 Otts Street, Charlotte, NC 28205 and one (1) hour or less response time:

Type of Tow	Unit Cost
Flat rate cost of Basic Towing Services for Light Vehicles & Specialty Equipment of 10,000 pounds GVW or less	\$ _____
Flat rate cost of Basic Towing Services for Medium Duty Vehicles of 10,001 through 26,000 pounds GVW	\$ _____
Flat rate cost of Basic Towing Services for Heavy Trucks: 26,001 pounds GVW or more	\$ _____
Flat rate cost of Basic Towing Services for miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ _____
Flat rate for Towing disabled <i>loaded</i> refuse heavy trucks to Charlotte Motor Speedway (CMS) landfill (Concord, NC), unloading, and return to Fleet Management Facility placing request for service	\$ _____

Should a Vehicle require towing beyond the thirty-five (35) mile radius of 1105 Otts Street, Service Providers may provide a per-mile charge to and from the 35-mile radius line.

Type of Vehicle	Per-Mile Rate
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ _____/mile
Medium Duty Vehicles (10,001 to 26,000 GVW)	\$ _____/mile
Heavy Truck (26,001 pounds GVW or more)	\$ _____/mile
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ _____/mile

2. Special Circumstances and Emergency Services Pricing.

Occasionally, special circumstances may mean the City requires emergency services outside of normal towing and recovery operations. Service Providers shall indicate below their pricing for any service they are willing and able to perform for the City. Service Providers shall indicate with N/A if they do not offer these services:

Service Description	Unit Cost
Cable installation per vehicle, (Light Vehicle)	\$ _____
Chain / Cable installation per vehicle, (3/4 and one (1) ton):	\$ _____
Diagnose or check voltage with volt or AMP meter and provide battery jump start (all Vehicle categories) where required:	\$ _____
Light	\$ _____
Medium	\$ _____
Heavy	\$ _____
Construction Equipment	\$ _____
Change tire (Vehicles of 10,000 pounds GVW or less only)	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____

3. Additional Services Pricing.

The Services detailed below are available to the City, and can be used at the City's discretion. The City does not make any guarantees to utilize these Services. Service Providers shall indicate below their pricing for any service they are willing and able to perform:

Service Description	Hourly Cost
Roll back wrecker	\$ _____
Heavy wrecker	\$ _____
Landall	\$ _____
Bobcat or skid steer	\$ _____
Forklift	\$ _____
Other: _____	\$ _____

4. Asset, Recovery and Disposal (ARD) Pricing.

Service Providers shall indicate below their flat rate, per-tow for ARD-related towing Services as detailed in Section 3.3.1.1:

Vehicle Description	Unit Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ _____
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ _____
Heavy Trucks (26,001 pounds GVW or more)	\$ _____
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ _____

Service Providers shall indicate their per-hour cost for moving or repositioning Vehicles for ARD purposes as described in Section 3.3.1.1:

Vehicle Description	Hourly Cost
Light & Specialty Vehicles (10,000 pounds GVW or less)	\$ _____
Medium Duty Vehicles (10,001 through 26,000 pounds GVW)	\$ _____
Heavy Trucks (26,001 pounds GVW or more)	\$ _____
Miscellaneous or construction Vehicles of 10,001 pounds GVW or more	\$ _____



CHARLOTTE.

Procurement Management

Addendum # 2	Towing Services RFP# 269-2015-052
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To: All Prospective Service Providers

Date: May 1, 2015

Subject: Addendum # - Towing Services, RFP# 269-2015-052

Please note the specification changes/modifications below for the RFP.

Item #	Page #	Section #	Specification(s)	Change(s) Modification(s)																												
1	24	3.2.6	Release of Motor Vehicles	<p>Modification: The second paragraph of this Section is hereby amended as follows:</p> <p>Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company, provided that the insurance company representative shows proof of: his or her own identity, employment with the insurance company, a current insurance policy with the Vehicle Owner showing that the Motor Vehicle is insured by the representatives employer, and notarized written permission from the Vehicle Owner to turn the Motor Vehicle over to the insurance company.</p>																												
2	19	3.2.2	Wrecker Division Statistics	<p>Service Provider Question: Provide the number of CMPD tows in each division for the past three (3) months as calculated in the monthly reports.</p> <p>Answer: Below is a table detailing the number of CMPD tows per wrecker company:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Wrecker</th> <th style="text-align: center;">January</th> <th style="text-align: center;">February</th> <th style="text-align: center;">March</th> </tr> </thead> <tbody> <tr> <td>Bradley</td> <td style="text-align: center;">77</td> <td style="text-align: center;">56</td> <td style="text-align: center;">78</td> </tr> <tr> <td>Dellinger</td> <td style="text-align: center;">327</td> <td style="text-align: center;">285</td> <td style="text-align: center;">314</td> </tr> <tr> <td>Eastway</td> <td style="text-align: center;">224</td> <td style="text-align: center;">184</td> <td style="text-align: center;">225</td> </tr> <tr> <td>Hunter</td> <td style="text-align: center;">365</td> <td style="text-align: center;">364</td> <td style="text-align: center;">352</td> </tr> <tr> <td>Larry Campbell</td> <td style="text-align: center;">151</td> <td style="text-align: center;">157</td> <td style="text-align: center;">145</td> </tr> <tr> <td>Southern Star</td> <td style="text-align: center;">72</td> <td style="text-align: center;">58</td> <td style="text-align: center;">92</td> </tr> </tbody> </table>	Wrecker	January	February	March	Bradley	77	56	78	Dellinger	327	285	314	Eastway	224	184	225	Hunter	365	364	352	Larry Campbell	151	157	145	Southern Star	72	58	92
Wrecker	January	February	March																													
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Item #	Page #	Section #	Specification(s)	Change(s) Modification(s)													
				Williams	67	67	88										
3			General	<p>Service Provider Question: Can Equipment towing be broken down by type? (For example – small equipment vs. large equipment).</p> <p>Answer: Please refer to Form 4B for Fleet towing. Examples include:</p> <ul style="list-style-type: none"> • 10,000lbs or less. Anything from a Nissan leaf to a Ford F-350 • 10,000-26,000 -- Bucket trucks and smaller dump trucks • 26001 and above-- Fire trucks, Tandem and Tri-axle Dumps, Refuse trucks, etc. 													
4			General	<p>Service Provider Question: What are the current rates for Fleet Towing?</p> <p>Answer: Below is a table detailing the current contract rates for Fleet Towing:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>Light Vehicles (>10,000 GVW)</td> <td>\$55</td> </tr> <tr> <td>Medium Vehicles (10,001 to 26,000 GVW)</td> <td>\$75</td> </tr> <tr> <td>Heavy Vehicles (26,0001 to 60,000)</td> <td>\$155</td> </tr> <tr> <td>Construction Equipment</td> <td>\$85</td> </tr> </tbody> </table>				Services	Rate	Light Vehicles (>10,000 GVW)	\$55	Medium Vehicles (10,001 to 26,000 GVW)	\$75	Heavy Vehicles (26,0001 to 60,000)	\$155	Construction Equipment	\$85
Services	Rate																
Light Vehicles (>10,000 GVW)	\$55																
Medium Vehicles (10,001 to 26,000 GVW)	\$75																
Heavy Vehicles (26,0001 to 60,000)	\$155																
Construction Equipment	\$85																

In order to constitute a complete response you must acknowledge receipt of this addendum with the Addenda Receipt Confirmation Form in Section 7 of the RFP in your Proposal.

Any Service Provider not acknowledging receipt of an issued addendum may not be considered.

In the event additional changes or clarifications to this RFP are warranted, all Service Providers are responsible for monitoring www.ips.state.nc.us for additional addenda.

We appreciate your interest in doing business with the City of Charlotte and look forward to receiving a Proposal from your company.

Sincerely,

Tracey Keyes
Procurement Officer

cc: RFP Team
RFP File

Finance Office - Procurement Management
Management and Financial Services/City of Charlotte 600 East Fourth Street Charlotte, NC 28202-2850
Phone: 704/353-0776 Fax: 704/632-8519

Section 7
Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM


RFP # 269-2015-052

Towing Services

This Proposal is submitted by:

Service Provider Name: **EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC**
D/B/A "WILLIAMS WRECKER SERVICE"

Representative (printed): **EDDIE JACKSON WILLIAMS**

Representative (*signed*): 

Address: **1031 INDUSTRIAL DRIVE**

P.O. BOX 1056

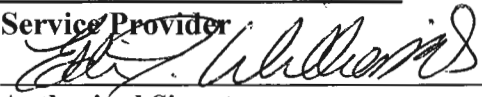
City/State/Zip: **MATTHEWS, NORTH CAROLINA 28106**

Email address: **WILLIAMSWRECKER@WILLIAMSWRECKERSERVICE.NET**

Telephone: **704-847-9309**
(Area Code) Telephone Number

Facsimile: **704-841-2259**
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

EDDIE R. WILLIAMS
FAMILY WRECKER SERVICE, LLC
Service Provider

Authorized Signature

4-24-15
Date
EDDIE J. WILLIAMS
Please type or print name

FLEET TOWING PRICING FORM

SEC. 7 FORM 4A

Eddie R. Williams Family Wrecker Service, LLC is not currently seeking to provide Fleet Towing services. Therefore, this form is not applicable to Williams Wrecker Service.

Section 7
Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: **INDEPENDENCE DIVISION (First)**

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: FIRST.

Company Name: **EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC**

Company Contact: **EDDIE JACKSON WILLIAMS**

Contact Phone: **704-847-9309**

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

Section 7 Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: SOUTH DIVISION (Second)

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division:
SECOND.

Company Name: EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC

Company Contact: EDDIE JACKSON WILLIAMS

Contact Phone: 704-847-9309

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

Section 7 Required Forms

REQUIRED FORM 4A – WRECKER DIVISION REQUEST

RFP # 269-2015-052

Towing Services

The Service Provider must complete a separate copy of this form for each Wrecker Division they wish to be considered for.

Wrecker Division: PROVIDENCE DIVISION (THIRD)

Indicate preference for Contract award purposes (1st, 2nd, 3rd, etc.) for this Division: THIRD

Company Name: EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC

Company Contact: EDDIE JACKSON WILLIAMS

Contact Phone: 704-847-9309

Cost of Basic Towing Services for Motor Vehicles of 8,500 pounds or less from this Wrecker Division:

\$100.00

Maximum Cost of daily storage for Motor Vehicles regardless of size or weight:

\$20.00

The City sets the following pricing for Special Services under the Contract:

Description	Charges To Vehicle Owner
Waiting Time	\$10 per hour after the first hour
Motorcycle Trailer	\$10 per incident
Winching may be charged for off-roadway tows as appropriate. Winching may be charged for on-road tows ONLY if the Motor Vehicle is not on all four tires, rims, or in a normal position as Motor Vehicles function	\$30
Tire Change	\$25 per incident
Out of Gas	\$15 per incident plus the cost of the fuel (Service Provider must have receipt to show the customer)
Motor Vehicle tow over eight thousand five hundred (8,500) pounds GVW	Price to be communicated to customer prior to Hookup and any Service being performed by the Service Provider
Description	Charges To City
Asset Forfeiture/Evidence Hold tow to CMPD Impound Lot	\$100
Asset Forfeiture/Evidence Hold tow over eight thousand five hundred (8,500) pounds GVW to the CMPD Impound lot	\$250
CED tows over eight thousand five hundred (8,500) pounds GVW*	\$250
Stand-by Services (at the City's request)	\$10 per hour

*In accordance with Section 8 - Exhibit F – Part# 5 – Payment Process & Schedule for CED Motor Vehicle Tows.

REQUIRED FORM 5 – REQUIREMENTS MATRIX

RFP # 269-2015-052

Towing Services

The City created a functional requirement matrix to assist the Service Provider in understanding the expectations of the City and to aid in the comparison of Proposals. Each Proposal must include the matrix with the appropriate code denoted by the Service Provider for each requirement of the Project. The inability of a Service Provider to successfully meet all of the functional requirements listed in this matrix will not invalidate the Proposal, although those Proposals, which do meet all of the functional requirements, may be given priority.

Service Providers must provide a response under each and every subsection with one of the following codes to be deemed responsive:

Code	Functional Requirement
“N”	Service Provider cannot meet the requirement.
“Y”	Service Provider currently meets this requirement.
“F”	This requirement will be met if awarded a Contract. (Explanation Required).
“X”	The requirement will be met by the proposed solution in some other way. (Explanation Required).
“U”	Where the Service Provider does not need to respond specifically to the requirement but does need to acknowledge the process or procedure, “U” stands for “Understands and Will Comply”. Requirements where the code “U” is acceptable are noted by three asterisks (***) . All other requirements must have one of the other codes included in this table.

Service Providers must clearly identify any inability to meet defined requirements.

If the Service Provider does not completely comply with a requirement, the reason must be clearly stated and include an alternate solution, if applicable or required, in the “Comments” column of the matrix.

For the requirements requiring detailed information or description, provide as much information as is necessary to adequately respond to the requirement.

If additional response space is needed, the Service Provider must provide the response on a separate page and reference the attached response by section number.

Section 7 Required Forms

DIVISION WRECKER SERVICES REQUIREMENT	FEATURE CODE	SERVICE PROVIDER COMMENTS
Section 1 – Introduction and General Information		
1. ***Accuracy of RFP and Related Documents as stated in Section 1.3.	<u>U</u>	
2. ***Expense of Submittal Preparation as stated in Section 1.5.	<u>U</u>	
3. ***Proposal Conditions as stated in Section 1.6.	<u>U</u>	
Section 3.2 – Division Wrecker Scope of Services		
4. ***Wrecker Division Boundaries as described in Section 3.2.1.	<u>U</u>	
5. ***Wrecker Division Statistics as provided in Section 3.2.2.	<u>U</u>	
6. ***Operational Procedures as provided in Section 3.2.3	<u>U</u>	
7. Wrecker Driver Requirements outlined in Section 3.2.4.	<u>Y</u>	
8. All Physical Plant Requirements described in Section 3.2.5	<u>Y</u>	
Section 3.2.6 - Release of Motor Vehicles		
9. Each Service Provider must be open and have its facilities staffed by at least one employee to release Motor Vehicles held on its Storage Lot to Vehicle Owners from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	
10. The Service Provider must be available at all times to provide access for CMPD employees to Motor Vehicles on its Storage Lot.	<u>Y</u>	
11. Service Providers will release abandoned and junked Motor Vehicles towed for CED from 6:00 a.m. until Midnight, seven (7) days a week.	<u>Y</u>	

Section 7 Required Forms

12.	Motor Vehicles must be released either to the Vehicle Owner or to a representative of the Vehicle Owner's insurance company.	<u>Y</u>	
13.	***Service Providers may, at their discretion and liability, allow persons other than the Vehicle Owner to remove items from a towed Motor Vehicle in their possession.	<u>U</u>	
Section 3.2.7 – Payment Acceptance			
14.	The Service Provider shall meet the payment acceptance criteria as described in Section 3.2.7.	<u>Y</u>	
Section 3.2.8 – Division Wrecker Customer Service			
15.	All Service Provider employees shall meet the City's expectation for customer as described in Section 3.2.8	<u>Y</u>	
Section 3.2.9 – Division Wrecker Miscellaneous			
16.	***The City will maintain and pay for a dedicated phone line between the Service Provider and CMPD Communications.	<u>U</u>	
17.	The Service Provider will be responsible to supply a telephone at their location for use on this line.	<u>Y</u>	
18.	***The Service Provider shall not stop at the scene of an accident or at or near a disabled Motor Vehicle for the purpose of soliciting a request for Service, either directly or indirectly, nor furnish any Services unless the Service Provider has been summoned to such scene by the Vehicle Owner or operator of a disabled Motor Vehicle or has been requested to perform such Services at the request of a CMPD police officer or Authorized Agent.	<u>U</u>	

Section 7
Required Forms

19.	<p>***Wrecker Drivers shall not, without the express authorization of the responsible investigating agency, move any Motor Vehicle from a public highway or street or from any public property when such Motor Vehicle is abandoned, stolen, damaged, or left unattended, except that, notwithstanding the conditions imposed of these rules and regulations, Wrecker Drivers may, in emergency cases, slide left, right, or otherwise move a Motor Vehicle damaged as the result of an accident, if the removal is for the purpose of extracting a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.</p>	<u>U</u>	
Section 3.2.11 – Division Wrecker Reporting			
20.	<p>***Failure to provide an accurate and timely report or meet the other requirements as specified in this Section shall be cause for the application of Liquidated Damages in accordance with Section 33.15</p>	<u>U</u>	
21.	<p>***Failure to cure by providing a missing report to the City with seven (7) days after the City requests it, or repeated (at least 3), failure to timely provide reports, or failure to timely correct other failures that have been duly communicated by the City Project Manager may result in termination of the Contract for default. In some cases, an onsite audit conducted by the City will determine compliance.</p>	<u>U</u>	
22.	<p>Service Provider shall maintain an antivirus software program with automatic virus signature updates on each computer storing the CMPD software or database</p>	<u>Y</u>	

Section 7
Required Forms

23.	Service Provider is required to have Microsoft Office Professional 2003 installed on at least one computer in order to facilitate reporting and maintenance functions. A newer version of this software may be required during the term of the Contract at the direction of the City.	<u>Y</u>	
24.	***The Service Provider shall use such computer system to store and report to the City all information that is required.	<u>U</u>	
25.	***The Service Provider shall make a reasonable, independent effort to ascertain the correct VIN of Motor Vehicles it tows or stores.	<u>U</u>	
26.	***To the extent that the required information cannot be reasonably obtained by the Service Provider, the Service Provider shall not be liable for a failure to report such information.	<u>U</u>	
27.	***In the event of a failure with the Service Provider's internet connection, a hardware failure, and other reasonable interruptions; these reporting requirements may be waived or time for compliance extended at the discretion of the City Project Manager, if the Service Provider has notified the City Project Manager within eight (8) hours of the commencement of the interruption.	<u>U</u>	
28.	***The Service Provider will provide the City with an electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider.	<u>U</u>	

Section 7
Required Forms

29.	<p>*** The Service Provider will provide the City with an accurate electronic report of each Motor Vehicle it tows and for any Motor Vehicle that the Service Provider stores, regardless of for whom, or by whom the Motor Vehicle was towed, moved, and/or stored. This reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider. If the Service Provider owns more than one storage lot, this reporting requirement applies to any Motor Vehicle not owned by the Service Provider that is towed or stored by the Service Provider on all storage lots. Per Section 3.2.5.1 of this RFP, the Service Provider is allowed only one (1) Storage Lot for the storage of all tows associated with the Contract.</p>	<u>U</u>	
30.	<p>***The Service Provider shall report all Motor Vehicles towed to or stored on a lot to CMPD using the CMPD provided software, including the release of those Motor Vehicles, regardless of who requested the tow or storage of the Motor Vehicle. This reporting requirement applies to ALL tows including non-City tows and regardless of who requests the tow.</p>	<u>U</u>	
31.	<p>***In the event the Vehicle Owner requests their Motor Vehicle to be towed to a location different than the Division Wrecker Service's Service Provider storage lot, that Motor Vehicle shall be considered released to the Vehicle Owner when it is left at such other location and the Service Provider report shall include the fact of release.</p>	<u>U</u>	

Section 7 Required Forms

32.	***The daily report shall be in such computerized form as is specified by the City Project Manager and shall be transmitted to the City Project Manager electronically using the CMPD provided computer software for the administration and reporting of towed Motor Vehicle information.	<u>U</u>	
33.	***The CMPD will provide the computer software at no cost to the Service Provider.	<u>U</u>	
34.	***If the CMPD police officer does not enter a time on the Tow-In and Storage Report Form, the Service Provider shall report the time the Wrecker Driver left the scene, as accurately as possible.	<u>U</u>	
35.	***The information listed in Section 3.2.11.1 shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are towed to the Service Provider's facility and eight (8) hours from the time the Motor Vehicle is towed from the scene in the case of Motor Vehicles that are NOT towed to the Service Provider's facility.	<u>U</u>	
36.	***In the case of Motor Vehicles that are not towed by the Service Provider, but are accepted for storage, the information listed above shall be transmitted to the City Project Manager no later than four (4) hours from the time the Motor Vehicle is accepted for storage by the Service Provider.	<u>U</u>	
37.	***The Service Provider shall report the release, or acquisition of title, of any Motor Vehicle from the Service Provider's facility within two (2) hours of such release or title acquisition by the Service Provider.	<u>U</u>	

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38.	***Weekly Reporting - A daily "Unmatched" report is transmitted by the CMPD using the software interface. The Service Provider must resolve Unmatched reports in a timely manner so that no item goes unresolved for more than seven (7) days from the time it first appears on the daily unmatched report.	<u>U</u>	
39.	***Perform a weekly data backup of all electronic information on removable backup media that is rotated offsite.	<u>U</u>	
40.	***Monthly Reporting - The Service Provider shall, by the tenth (10 th) calendar day of each month, provide payment to the CMPD and CDOT Points of Contact for the previous month's dispatch/authorization fees. The payment must be attached to a paper report showing all of the tows /dispatches for which payment is being made. The computer software provided by CMPD will be used to produce the paper report.	<u>U</u>	
Section 3.3 Fleet Towing Services			
41.	Operating Requirements listed in Section 3.3.1	Y	
Section 3.3.2 Fleet Towing Reporting			
42.	Requirements listed in Section 3.3.2	Y	
Section 3.3.3 Fleet Towing Miscellaneous Requirements			
43.	Requirements listed in Section 3.3.3	Y	
Section 3.4 Equipment Condition and Capacity Requirements			
44	All Equipment requirements described in Section 3.4	<u>Y</u>	
Section 3.5 – Pricing			
45	***Provide Fleet Towing pricing based on the requirements and terms set forth in this RFP on Form 4A.	<u>U</u>	
46	***The maximum fees that Service Providers may charge to all Vehicle Owners for Division Wrecker Services set forth in Section 7, Form 4B.	<u>U</u>	

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47	***Division Wrecker Service Providers will not assess any fees or other charges (including but not limited to cancellation fees) to Vehicle Owners or to the City except for the charges specifically authorized in Section 3.3.5.2.	<u>U</u>	
48	***Unclaimed Motor Vehicles may become the possession of the Division Wrecker Service Provider under the procedures established by North Carolina law. The Service Provider may apply for ownership and disposal of unclaimed Motor Vehicles as allowed by North Carolina law. The City will not be responsible for any charges associated with Unclaimed Motor Vehicles.	<u>U</u>	
49	***The Division Wrecker Service Provider shall not charge the Vehicle Owner for any Division Wrecker Services other than: (a) storage; (b) additional Special Services being performed by the Service Provider at the direction and approval of the Vehicle Owner; and (c) if the Division Wrecker Service Provider files for title, the reasonable fees for the legal paperwork associated with filing for title of Motor Vehicles with the State of North Carolina or other governmental authority.	<u>U</u>	
50	***If the Vehicle Owner chooses to have the Motor Vehicle towed by another towing company from the Division Wrecker Service Provider's storage facility, the Service Provider must either allow the other towing company on the Storage Lot or move the Motor Vehicle to the edge of the Division Wrecker Service Provider's Storage Lot, at no additional cost, to a location that can be easily accessed by the other towing company.	<u>U</u>	

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51	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for the cost of Basic Towing Services or Special Services unless the Division Wrecker Service Provider has made physical contact with the Motor Vehicle in question to the point where it is physically impossible for the Motor Vehicle to be driven away. The act of touching the Motor Vehicle or merely responding to the scene of a requested tow does not entitle the Division Wrecker Service Provider to be paid the cost of Basic Towing Services.</p>	<u>U</u>	
52	<p>***The Division Wrecker Service Provider shall not charge a Vehicle Owner for any Special Services that were not reasonably necessary to safely tow and store the Motor Vehicle unless the Division Wrecker Service Provider can document that the Special Services were approved or requested by the Vehicle Owner.</p>	<u>U</u>	
53	<p>***All charges relating to Division Wrecker Services shall be payable solely by the Vehicle Owner, except as specifically set forth in this Section. The only times the City will be responsible for charges relating to any Division Wrecker Services outlined in this RFP are if the City requests that the Service Provider tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle. In such cases, the City will pay the Service Provider in accordance with the rates outlined in Section 7 Form 4B.</p>	<u>U</u>	
54	<p>***Unless the CMPD provides contrary instructions in a specific situation, all Asset Forfeiture Vehicles and Evidence Hold Vehicles shall be towed directly to the CMPD Impound Lot located at Byrum Drive.</p>	<u>U</u>	

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55	<p>***The only instance where the City will pay the Division Wrecker Service Provider for storage occurs when the CMPD police officer specifically directs the Service Provider in writing to tow an Asset Forfeiture Vehicle or Evidence Hold Vehicle to the Service Provider Storage Lot.</p>	<u>U</u>	
56	<p>***In order for the Division Wrecker Service Provider to collect payment from the City for storage in this case, the Division Wrecker Service Provider must provide written authorization by the CMPD police officer specifically directing the Division Wrecker Service Provider to tow the Motor Vehicle to the Service Provider Storage Lot.</p>	<u>U</u>	
57	<p>*** The City Project Manager may in other instances voluntarily agree to pay for charges relating to Services (such as in a situation where the City requested a Motor Vehicle be towed by mistake or where the Vehicle Owner is the innocent victim of the crime.) However: (i) no such commitments by the City's Point of Contact shall be binding unless in writing and signed by the City, with a specific reference to the date, Motor Vehicle, and reason the City is agreeing to pay the charges; and (ii) the fact that the City voluntarily agrees to pay certain charges in a particular situation shall not be construed as a contract on the part of the City to cover similar charges in any similar situation, past, present, or future.</p>	<u>U</u>	

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58	<p>***Regarding invoice to the Vehicle Owner: The Division Wrecker Service Provider is required to present the Vehicle Owner with either a receipt for Wrecker Services (itemized to show each part of the total fee charged by the Service Provider, including each type of Special Services or storage fees) or an invoice for Wrecker Services; OR</p> <p>The Division Wrecker Service Provider is required to present the insurance companies representing Vehicle Owners with an invoice for Wrecker Services; AND</p> <p>Invoices submitted to the Vehicle Owners or presented to insurance companies representing Vehicle Owners must be itemized to show each part of the total fee charged by the Division Wrecker Service Provider, including each type of Special Services or storage fees that were required with each individual charge as a separate line item.</p>	<u>U</u>	
59	<p>***Regarding invoice to the City: The City shall not be required to pay for any Service that is not invoiced to the City (complete with all required documentation and proof of delivery) within sixty (60) days of the date such Service was performed. For instance, if the City asked the Service Provider in writing to tow and store an Asset Forfeiture Vehicle, the Division Wrecker Service Provider shall invoice the City within sixty (60) days of the initial tow, and every sixty (60) or less days thereafter until the Motor Vehicle is released by the City. (The preceding example is not intended to imply that the City will pay storage charges on a regular basis. It is unlikely that the City will ever owe storage charges under the Contract because it is anticipated that all Asset Forfeiture and Evidence Hold Vehicles will be stored at the CMPD Impound Lot.).</p>	<u>U</u>	

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60	***CDOT/Park It! shall not be required to pay for any Division Wrecker Service that is not invoiced to CDOT/Park It! (complete with all required documentation) within fourteen (14) days of the date such Service was performed.	<u>U</u>	
61	***Invoicing for the City shall meet the requirements set forth in Section 4.4 of the Sample Contract, as well as Exhibits C, D and E. This is for both Division Wrecker and Fleet Towing Services.	<u>U</u>	
62	***The City will pay all accurate, properly submitted, uncontested invoices within forty-five (45) days of receipt. Invoices must be separated for charges of different types. (For Example: Invoices for payment of CED Motor Vehicles should not be combined with CMPD Asset Forfeiture Vehicle tows.)	<u>U</u>	
63	***The City will make no payment to any Service Provider that has not submitted current reports and payments due to the City.	<u>U</u>	
64	***The Division Wrecker Service Provider shall be deemed to have engaged in a "Billing Violation" if it: a) charges a Vehicle Owner, the City or the City's Authorized Agent more than allowed under the terms of the Contract; or b) charges a Vehicle Owner, the City or the City's Authorized Agent for Services not actually performed.	<u>U</u>	
65	***If the City determines that the Division Wrecker Service Provider engaged in a Billing Violation, the City shall be entitled to: a) assess Liquidated Damages in accordance with Section 33.15 of the Sample Contract ; and b) if there are more than two (2) violations of this provision, terminate the Contract.	<u>U</u>	

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Section 3.6 – Response Times			
66	The Service Provider shall meet the criteria as describe in Section 3.6.1 and 3.6.2.	<u>Y</u>	
67	The Service Provider shall provide on-call Services twenty-four (24) hours a day, seven (7) days per week, including holidays as described in Section 3.3.6.1.1.	<u>Y</u>	-
68	The Service Provider must be staffed with sufficient numbers of qualified Wrecker Drivers are on the Service Provider premises or on call at any given time to meet the response times stated in this RFP.	<u>Y</u>	
69	***Illness, inability to contact qualified Wrecker Drivers, out-of-service Wrecker Vehicles or other equipment and/or inadequate equipment will not be accepted as justification for delays in response to calls for Service or for access and shall not be grounds for avoidance of possible Liquidated Damages.	<u>U</u>	

FINANCIAL RESOURCES DATA

SEC. 7 FORM 6

Sec. 7 Form 9 of this RFP request information that Williams Wrecker deems trade secrets. The information sought in this Form 6 will be delivered to the City of Charlotte in our separate trade secrets submission.

REQUIRED FORM 7 – SERVICE PROVIDER’S BACKGROUND RESPONSE

RFP # 269-2015-052

Towing Services

Service Providers must respond to all questions below. Please respond directly in this form, or provide a supplemental response on separate paper, including the specific question Categories and question #s for evaluation purposes.

Service Provider Name: EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC

1. Where are your company’s corporate headquarters located?

RESPONSE: 1031 Industrial Drive, Matthews, Mecklenburg County, North Carolina 28105.

2. How many years has your company provided the Services described in the RFP?

RESPONSE: Eddie R. Williams Family Wrecker Service, LLC is the successor to Williams Wrecker and Used Parts, a sole proprietorship founded in 1968 by Roland and Kate Williams and later owned and managed by their son, Eddie R. Williams, until his death in 2010. In 2014, the third generation of the Williams Family inherited the family business and undertook to continue the business through the formation of Eddie R. Williams Family Wrecker Service, LLC, a North Carolina limited liability company. The Williams family has continuously provided wrecker services under the trade name “Williams Wrecker Service” for 47 years.

3. How many public sector clients does your company have?

RESPONSE: Approximately 65.

4. Provide an overview and history of your company.

RESPONSE: Williams Wrecker Service has provided continuous towing services to public and private sector clients in Charlotte and surrounding communities for 47 years. The company was originally established by Roland and Kate Williams in 1968 as a family owned business. Roland and Kate’s son, Eddie Roland Williams, owned and operated Williams Wrecker Service until his death in 2010. The family business was inherited by Eddie R. Williams’ children upon his death. The founders’ grandson, Eddie Jackson

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Williams, was elected by his siblings to operate Williams Wrecker Service as its General Managing Member and chief operating officer.

5. Provide a management organization chart of your overall company, showing director and officer positions, names and the reporting structure.

RESPONSE: Eddie R. Williams Family Wrecker Service, LLC is organized as a North Carolina limited liability company. The members of the LLC are the children of Eddie Roland Williams, namely: (1) Eddie Jackson Williams, of Charlotte, NC; (2) Katherine Jean Williams, of Indian Trail, NC; and (3) Amanda Ryan Williams, of Roanoke, VA. Each member owns a one-third (1/3rd) equity interest in the company. Eddie Jackson Williams was unanimously appointed as the LLC's General Managing Member and is responsible for the daily business operations of the company. Katherine Jean Williams and Amanda Ryan Williams are Limited Members. Eddie Jackson Williams, as General Managing Member, reports to the LLC's limited members. The company employs Randal Hasty as its Operations Manager who is responsible for the operation of the company's towing operations. Randal Hasty reports directly to Eddie Jackson Williams. All remaining company employees, including drivers and dispatchers, report directly to Eddie Jackson Williams, or, in his absence, Randal Hasty.

6. Describe your company's customer service philosophy and describe how it is communicated and reinforced throughout the organization.

RESPONSE: Each employee of Williams Wrecker Service understands that, after safety, satisfactory customer service is the company's highest priority. The company takes a total quality management approach to the delivery of its customer services and all employees are directed to treat each customer with dignity and respect. Rude or disrespectful behavior is not tolerated and subjects company employees to disciplinary action including, but not limited to, termination of employment.

7. Describe your company's approach to total quality management and describe your company's total quality plan.

RESPONSE: From its inception, Williams Wrecker Service's philosophy has centered on insuring the customer is always satisfied and treated with common courtesy. The company's current approach to total quality management ("TQM") is customer-focused – it's the customer that ultimately determines whether our service was satisfactory. As a result, Williams Wrecker's TQM process incorporates total employee involvement

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working towards a common goal of providing quality towing services. Williams Wrecker's TQM approach is designed to promote continual improvement of its customer service processes. This approach may be as simple as communicating a customer's dissatisfaction to the General Manager for a response and, if necessary, communication of his customer satisfaction expectations to the company's employees. It may also include data gathering, such as requests for follow-up evaluations randomly submitted from company clients.

8. Describe your company's continuous improvement program and how your current customers benefit from your service improvements.

RESPONSE: Williams Wrecker constantly searches for ways to improve upon the safety, form, and function of our equipment. Our customers, employees, and the general public benefit from the high standards for safety and performance maintained by Williams Wrecker.

9. Describe your company's experiences in adapting to changing technologies.

RESPONSE: For three generations, Williams Wrecker has evolved to accommodate ever changing technologies, including adapting its wrecker fleet with the latest generation of available equipment and maintaining the most current computer technology and security systems to protect sensitive data. At the present time, Williams Wrecker has engaged a contract information technology vendor to insure Williams Wrecker's IT systems are current, safe, and secured.

10. Describe your company's approach, policies, and experience with respect to deployment of your personnel.

RESPONSE: Our truck drivers are radio dispatched from our continuously staffed dispatcher located at our offices. Drivers are dispatched 24 hours per day, 7 days per week, 365 days each year. Division calls take precedence over all other calls.

11. Identify some of your company's clients similar to the City (e.g. similar in size, complexity, location, type of organization, Services provided).

RESPONSE: Williams Wrecker provides contract towing services for the following municipalities:

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- a. **Town of Matthews, NC** – Williams Wrecker Service has been providing division wrecker services to the Town of Matthews for approximately 35 years.
- b. **Town of Mint Hill, NC** – Williams Wrecker Service has been providing the Town of Mint Hill with division wrecker services for 9 years.
- c. **City of Charlotte, NC** – Williams Wrecker has been providing the City of Charlotte with division wrecker services in its Independence Division for 7 years.

12. Describe your total company, including any parent companies, subsidiaries; affiliates and other related entities, as well as the ownership structure, including any significant or controlling equity holders.

RESPONSE: Eddie R. Williams Family Wrecker Service, LLC is a North Carolina limited liability company owned equally by the third generation of the Williams' family, namely: (1) Eddie Jackson Williams, (2) Katherine Jean Williams, and (3) Amanda Ryan Williams. The LLC's immediate predecessor in interest was the Estate of Eddie R. Williams where the company was operated during the Estate's administration. Prior to his death, Eddie R. Williams operated Williams Wrecker as a sole proprietorship. Currently, Eddie R. Williams' son, Eddie Jackson Williams, is the company's General Managing Member and chief operating officer. The LLC has no parent or subsidiary entities nor any related affiliates or other entities.

13. Provide detailed information for the Division Wrecker Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

RESPONSE: Substantially all of Williams Wrecker Service's business is devoted to Division Wrecker Services or similar services to other municipalities. The wrecker drivers responsible for servicing Division Wrecker calls report directly to the company's Operations Manager and General Manager. The General Manager reports to the company's owners.

14. Provide detailed information for the Fleet Towing Services business segments of your company, showing the reporting structures within these segments and among these segments and the overall organization.

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RESPONSE: Williams Wrecker Service is not submitting a bid for Fleet Towing Services at this time.

15. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Division Wrecker Services business segments that have occurred in the last two (2) years, or are anticipated in the future. Include all appropriate organizational charts.

RESPONSE: Williams Wrecker has had no organizational changes in the past two years except as follows. Upon the death of Eddie Roland Williams in 2010, his Estate operated the company until it was conveyed to his children by the Administrator of the Estate. Since March 1, 2014, Williams Wrecker Service has been operated by Eddie R. Williams Family Wrecker Service, LLC, the company currently owned by the third generation of the Williams family.

16. If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

RESPONSE: Williams Wrecker's proposal submission does not contemplate the utilization of any subcontractors except in emergency situations. Williams Wrecker estimates that subcontracted wrecker calls comprise less than one-half of one-percent of the company's annual call volume.

17. Explain how your company ensures that personnel performing technical support services are qualified and proficient.

RESPONSE: Williams Wrecker Service ensures its technical support services and IT personnel are trained as Microsoft Certified and are on-call at reasonable times to support the company's technical and IT infrastructure. Likewise, wrecker drivers are required to have all training and licenses required by State and Federal authorities as well as participate in any mandatory continuing education or training programs required by the agency issuing the driver's licenses or certifications.

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18. Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.

RESPONSE: Williams Wrecker Service is staffed twenty-four hours per day, seven days per week, 365 days per year. The company operates two twelve-hour shifts – 7:00 a.m. to 7:00 p.m. and 7:00 p.m. to 7:00 a.m. Williams Wrecker is at all times staffed with a radio dispatcher and at least one on-site wrecker driver. The company's General Manager is on-site each weekday during normal business hours and is on call 24-hours per day. Williams Wrecker employs six (6) full-time wrecker drivers and four radio dispatchers. The company's Operations Manager maintains his CDL and is on-site or on-call at all times.

19. What steps will your company take to ensure that the transition of Services run smoothly?

RESPONSE: If awarded the Division contract, Williams Wrecker will immediately evaluate staffing and equipment requirements necessary to ensure sufficient capacity to respond to the City of Charlotte's calls for service at the commencement of the contract. During the course of the preparation of this RFP, the company's management and ownership has critically evaluated its current service capacity and has entered into this submission process confident that Williams Wrecker Service will immediately be able to fulfill its obligations under the contract.

20. Describe the communications scheme that your company will use to keep the City informed about the progress of these Services.

RESPONSE: Williams Wrecker will continue to utilize any software program required by the City of Charlotte, including any subsequent versions that the company may need to purchase, in order to comply with the City's reporting requirements as described in Section 3.2.11 of this RFP.

21. Describe the risks associated with this Contract. What contingencies have been built in to migrate those risks?

RESPONSE: The primary risks Williams Wrecker has identified in connection with the proposed contract are (1) environmental risk; and (2) economic risk. With respect to environmental risk, such as severe weather or other emergency situations, Williams Wrecker acknowledges and agrees that calls submitted by the City under the contract will always take precedence over all other calls within the applicable Division Zone. This

Section 7 Required Forms

strategy will insure that the company's obligations to the City are fulfilled in cases of severe weather, natural disaster, or other emergency situation. Williams Wrecker feels its strong financial statements and economic performance is evidence that Williams Wrecker is likely able to satisfy its obligations under the contract, thereby mitigating the probability of the company's failure to continue to perform as agreed. At the present time the company has no debt and maintains a substantial cash reserve to immediately satisfy emergency expenses such as truck maintenance and repair.

22. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process.

RESPONSE: Williams Wrecker's security procedures meet or exceed the requirements mandated by Section 3.2.5.1 of this RFP. The company's physical plant is staffed and monitored electronically 24-hours each day. The facility is surrounded by a chain link fence of varying height between 7 and 8 feet. The fence is topped with two rows of razor wire and 6 rows of barbwire. The entire physical facility is well lit at all times. In addition, the entire facility is monitored by cameras accessible by employees on-site as well as remotely. The company's computer and other electronic data is currently backed-up using 256-bit encryption to an off-site cloud based server in real time. The company is prepared to back-up data using physically storable back-up media and rotate the backed-up data with at least the frequency required under this RFP.

23. Describe how the Vehicle Owner will be made aware of all fees and/or charges imposed by your organization.

RESPONSE: All fees and charges imposed by Williams Wrecker are prominently displayed in both English and Spanish in the customer lobby area. In addition, Vehicle Owners may call Williams Wrecker 24-hours per day and be made aware of any outstanding fees or charges.

24. Explain how a Vehicle Owner would contact your organization if a question arose about Division Wrecker Services.

RESPONSE: A Vehicle Owner may contact Williams Wrecker in person, during normal business hours, or by telephone 24-hours per day.

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25. Describe how your organization would resolve any complaints by a Vehicle Owner about damage to property or missing items from a Motor Vehicle.

RESPONSE: All Vehicle Owner complaints are investigated by Williams Wrecker's Operations Manager or General Manager. All employees having direct contact with the subject vehicle will be interviewed and the Vehicle Owner will be asked to provide details regarding any reported vehicle damage or missing property items. To the extent warranted, Williams Wrecker's liability insurance carrier may be asked to perform an investigation or request that the vehicle be inspected by an adjuster. If liability is agreed upon or found to be the responsibility of Williams Wrecker, the Vehicle Owner will be reimbursed for any damages, either directly by the company or by the company's insurance carrier.

26. State what, if any, certifications your organization requires for Wrecker Drivers.

RESPONSE: Williams Wrecker requires all drivers to obtain and maintain any licenses and certifications as directed by all applicable State, Federal, and local governmental authorities and agencies. Each driver is required to produce evidence that the driver possesses a valid North Carolina driver's license of whatever class is appropriate for his job function.

27. Describe in detail your internal procedure(s) on how to perform a tow.

RESPONSE: All inbound wrecker calls are initially directed to the company's dispatcher. The dispatcher then dispatches a driver and a particular wrecker depending on the physical requirements and geographic location of the tow vehicle. For standard light duty tows the closest driver to the incident is dispatched to attend to the tow. For specialized or heavy duty tows the company's Operations Manager is responsible for dispatching the proper equipment necessary to accomplish the tow safely and within a reasonable period of time. All tows under a City contract are to be responded to within 30-minutes of dispatch and all City contract tows take precedence over all other calls.

28. Describe the risks associated with providing the Services described in this RFP as well as how your organization proposes to mitigate those risks.

RESPONSE: The primary risks Williams Wrecker has identified in connection with the proposed contract are (1) environmental risk; and (2) economic risk. With respect to environmental risk, such as severe weather or other emergency situations, Williams Wrecker acknowledges and agrees that calls submitted by the City under the contract will always take precedence over all other calls within the applicable Division Zone. This

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strategy will insure that the company's obligations to the City are fulfilled in cases of severe weather, natural disaster, or other emergency situation. Williams Wrecker feels its strong financial statements and economic performance is evidence that Williams Wrecker is likely able to satisfy its obligations under the contract, thereby mitigating the probability of the company's failure to continue to perform as agreed. At the present time the company has no debt and maintains a substantial cash reserve to immediately satisfy emergency expenses such as truck maintenance and repair.

29. Does the company specialize in any type of towing i.e. light Vehicles, heavy Vehicles or Equipment? Please be specific when describing the specialization, including but not limited to, any size or weight limitations and capacities.

RESPONSE: Williams Wrecker specializes in light, medium, and heavy duty hauling; motorcycle hauling; heavy equipment; buses and motor coaches. Williams Wrecker's equipment is capable of towing any vehicle up to and including 82,000 pounds.

30. Describe your organization's plan for towing Motor Vehicles if all Wrecker Vehicles are in use or unavailable to provide Services for the City. The Service Provider is required to provide seamless Service to the City if their own personnel or equipment cannot meet the City's needs.

RESPONSE: In the event Williams Wrecker was unable to provide the towing services as proposed under this RFP, seamless service will be provided to the City. Williams Wrecker maintains excellent relationships with other area Division contracted towing companies (including Hunter Wrecker).

CRIMINAL RECORDS CHECK CONSENT FORM

SEC. 7 FORM 8

Sec. 7 Form 8 of this RFP requests information that Williams Wrecker deems trade secrets. The information sought in this Form 8 will be delivered to the City of Charlotte in our separate trade secrets submission.

FINANCIAL INFORMATION RELEASE FORM

SEC. 7 FORM 9

Sec. 7 Form 9 of this RFP requests information that Williams Wrecker deems trade secrets. The information sought in this Form 8 will be delivered to the City of Charlotte in our separate trade secrets submission.

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REQUIRED FORM 10 - PROPOSAL CERTIFICATION

RFP # 269-2015-052

Towing Services

SERVICE PROVIDER: EDDIE R. WILLIAMS FAMILY WRECKER SERVICE,LLC

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC

NAME OF FIRM
BY: 
SIGNATURE OF AUTHORIZED OFFICIAL

GENERAL MANAGING MEMBER
TITLE

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REQUIRED FORM 11 – MWSBE SUBCONTRACTOR UTILIZATION

RFP # 269-2015-052

Towing Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE), and Woman Business Enterprise (WBE) for the Contract. If the Service Provider is a City-registered MWSBE this should be noted on this form.

The City recommends you to exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	EDDIE R. WILLIAMS FAMILY WRECKER SERVICE, LLC
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Please indicate if your company is any of the following:

MBE WBE SBE None of the above

If your company has been certified with any of the agencies affiliated with the designations above as defined in Section 1.2, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that *were employed* by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attached additional sheets if needed): Although Williams Wrecker Service Qualifies as a WBE, the company is not seeking preferential treatment for purposes of this RFP.

Identify outreach efforts that *will be employed* by the firm to maximize inclusion during the contract period of the Project (attach additional sheets if needed):

[Form continues on next page]

List below all **MWSBEs** that you intend to use on this Contract.

REQUIRED FORM 12 – REFERENCES

RFP # 269-2015-052

Towing Services

Reference 1	
Company Name	Rick Hendrick City Chevrolet
Contact Name	Tim Whitten
Phone Number	704-536-1410
Email Address	tim.whitten@hendrickauto.com
Reference 2	
Company Name	T.G. Stegall Trucking CO.
Contact Name	Stan Stegall
Phone Number	704-536-1122
Email Address	sstegall@tgstruck.com
Reference 3	
Company Name	Hendrick Acura
Contact Name	Tony DiOrio
Phone Number	704-566-2315
Email Address	Tony.diorio@hendrickauto.com
Reference 4	
Company Name	Certified Collision Services
Contact Name	Mark Tantillo
Phone Number	704-841-9490
Email Address	www.certifiedcs.com
Reference 5	
Company Name	Axley Collision Center
Contact Name	Neal Axley
Phone Number	704-443-7360
Email Address	neal@axleycollisioncenter.com

Carolyn Logan, Sergeant, NCSHP (Ret.)
North Carolina Department of Transportation
Regional Incident Management Coordinator



Mailing Address:
~~Metroline TMC~~
2327 Tipton Drive
Charlotte, NC 28206

email: cglogan1@ncdot.gov
www.ncdot.gov

Office: 704.347.6602
Cell: 980.939.3535

April 22, 2015

Ms. Tracey Keyes:

Dear Ms. Keyes;

I would like to make a recommendation, and ask that you consider for Williams Wrecker Company to be placed on your list of South Division Zone wreckers. I have been associated with Williams Wrecker Company, during the years that I served as a North Carolina State Trooper in Mecklenburg County from 1985-2007. Members of their unit have always been courteous and worked in a professional manner. Recently in my current position, I have had several chances to observe their work at incidents on I-485. My duties include making sure that the roads are open in a timely manner so that interruptions to traffic is at a minimum. Williams's staff have always responded to my request in a respectful manner and worked swiftly in accommodating the needs of law enforcement and the motoring public. I would like to thank you and all involved, in advance, for your consideration in this manner.

Sincerely,

A handwritten signature in black ink that reads "Carolyn G. Logan". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Carolyn G. Logan
Statewide Incident Management Coordinator
Retired N.C. State Highway Patrol Sergeant



1201 Crews Road
Matthews, NC 28105
704.847.4069

April 27, 2015

Re: Recommendation for Eddie R. Williams Family Wrecker Service

Dear City of Charlotte:

In 2013 I was assigned to manage the department's towing contract. During that year William's Wrecker Service was awarded our towing service contract. The company had been our sole towing provider for several years prior as well. During my interactions with the staff and management of this company I have found a great deal of quality customer service.

All inspections and audits conducted during my time of overseeing this contract have found the company to be compliant with the terms of our agreement. Our staff has been very satisfied with the level of service and rapid response that the company provides. The staff has proven to be courteous and fair with town employees and citizens.

From my knowledge of the services that Eddie R. Williams Family Wrecker Service has performed in the Town of Matthews I would recommend this company for contracting services with your city. I will gladly furnish more details if you would like additional information.

Yours in service

A handwritten signature in black ink that reads "R Sisk". The signature is written in a cursive style.

Capt. Roy Sisk
Matthews Police Department
rsisk@matthewsnc.gov
704 841 6709

The employees of the Matthews Police Department strive to promote a safe community by preventing crimes and reducing the fear of crime, while treating all individuals fairly and with respect. Our members will demonstrate honesty, professionalism and integrity, while building the partnerships necessary to enhance the safety of our community.



Mint Hill Police Department

P.O. Box 690940
7200 Matthews-Mint Hill Road
Mint Hill, North Carolina 28227
(704) 545-1085 (Office)
(704) 545-7133 (Fax)

April 29, 2015

Tracey Keyes
City of Charlotte

Ms. Keyes,

I understand the City of Charlotte is negotiating the Towing Contracts and wanted to take a moment of your time to recommend Eddie J. Williams with William's Wrecker Service. The Mint Hill Police Department currently contracts with Mr. Williams with a partial of our towing requests. We have had a standing contract since July 2003. Within the last year I have had the pleasure of working directly with Mr. Williams to negotiate our current contractual agreement.

Mr. Williams has followed his father's footsteps in the family owned business. Mr. Williams has been instrumental to ensure the citizens of Mint Hill as well as our police officers receive a good service. Mr. William's personnel have always presented a professional demeanor and willingness to offer assistance when summoned.

With Mr. William's abilities and dedication in serving our community he would be an asset to the City of Charlotte. I would recommend William's Wrecker Service as a towing partner to your agency. If you have any questions, please feel free to contact me at (704)545-1085 or email address shall@police.minthill.com.

Sincerely,

Captain Scott Hall
Mint Hill Police Department



www.citychevrolet.com
5101 East Independence Blvd. Charlotte, North Carolina 28212
Phone (704) 536-1410

April 28, 2015

To whom it may concern:

For over 30 years Rick Hendrick's City Chevrolet has been proud to do business with Eddie R. Williams Family Wrecker Service, LLC. With their long-standing record of quality service and reliability we believe they would be an asset to the City of Charlotte for Zone Division Wrecker. Please, contact me directly with any questions.

Thank you,

Tim Whitten
Service Director
City Chevrolet



T. G. *Stegall* TRUCKING CO.

8100 E. INDEPENDENCE BLVD. & BARSTON RD. • P.O. BOX 98 • MATTHEWS, N.C. 28106 • PHONE 704/536-1122 • 800/395-3545

April 29, 2015

Procurement Management Division
Charlotte, NC
Attn: Mrs. Tracey Keyes

Re: Recommendation for Williams Wrecker Service

Dear Mrs. Keyes:

For several years, TG Stegall Trucking has been impressed with the service and professional skill of Williams Wrecker Service. During this time, when our equipment has required towing, they have consistently given us timely service in a safe and skilled manner.

Williams Wrecker is reliable, and well established in the Charlotte and surrounding area. Their call center can effectively handle towing/recovery of Class 8 vehicles to automobiles and motorcycles.

Towing and Recovery is very similar to Trucking which requires all equipment and employees to meet rigorous DOT compliance issues and operate in a safe and effective manner. Organized and diligent, Williams makes sure all equipment is serviced, maintained and all employees are screened and trained to meet these guidelines.

Knowing the capabilities and expertise, we refer many asset based companies to Williams Wrecker Service. I am happy to furnish more details if you would like additional information.

Sincerely,

Jeff Stegall
President



ACURA

April 29, 2015

City of Charlotte
Towing Division

To whom it may concern,

Williams Wrecker Service has been towing for Hendrick Acura for over year now and has done an outstanding Job. Randal and his team are very professional not only in their appearance but in the customer service they provide our customers. I have worked with Williams Wrecker Service for over 15 years and I have brought them on board to 4 different dealerships I have worked for including Rick Hendrick City Chevrolet. I also made Williams Wrecker the preferred tow service for the Hendrick Luxury Collision Center because of the professional customer service they provide our Luxury vehicle customers. They are very careful with the customer vehicles. I have worked with many different towing companies but Williams Wrecker is by far the best I have seen. I would highly recommend Williams Wrecker Service if you are looking for superior service and professionalism from a tow service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tony DiOrio'.

Tony DiOrio
Service Director
Hendrick Acura

HENDRICK ACURA

6824 E. Independence Blvd. • Charlotte, NC 28227 • (704) 563-7800 • 1-800-763-7811 • Fax (704) 563-9172
www.hendrickacura.com



April 29, 2015

To whom it may concern;

I am pleased to provide a reference letter in regards to the professionalism and integrity of Williams Wrecker Service. As office manager of CCS, it is my responsibility to dispatch out tow trucks for our customers. I find the level of professionalism and sincere concern from Williams Wrecker Service employees to be comforting to our customers.

We have been using their towing services since November 2010 and have no issues referring them. Their abilities, staff and service have been exceptional.

Sincerely,

A handwritten signature in black ink that reads "Deanna Tantillo". The signature is written in a cursive, flowing style.

Deanna Tantillo

Certified Collision Service

705 Matthews Township Parkway

Matthews, NC 28105

PH: 704.814.9490

Section 7
Required Forms

REQUIRED FORM 13 – EQUIPMENT LIST

RFP # 269-2015-052

Towing Services

Service Providers shall indicate below each piece of equipment they intend to use to provide the Services along with the quantity of each type of equipment and the towing capacity. Additional lines or pages may be added to this table as needed.

Vehicle Description	Quantity	Towing Capacity	Model Year
Chevrolet 6500 Rollback	1	Light Duty *	2002
Chevrolet 8500 Rollback	1	Light & * Medium Duty	2004
Ford F650 Rollback	1	Light Duty*	2007
Ford F550 Super Duty Wrecker	1	Light & Medium Duty Towing & Recovery	2003
Ford F650 Rollback	1	Light Duty*	2007
Ford L9000 Wrecker	1	Medium & Heavy Duty Towing & Recovery	1991
Chevrolet 1500 4 Wheel Drive	1	Specialized Motorcycle & Light Equipment Hauling	2004
Ford F250 XLT 4 Wheel Drive	1	Specialized Off Road Recovery Vehicle	1995
Peterbilt 359	1	Heavy Duty Towing & Recovery	1985
TCM Forklift		8,000 LB Accident Scene Clean Up	
All Rollbacks are Wheel Lift Equipped For Transporting Two (2) Vehicles***			

EXCEPTIONS TO RFP

Eddie R. Williams Family Wrecker Service warrants that it has no exceptions to the RFP or the proposed contract.