

**Review of Proposals**  
**RFP 7-2155 Freeway Service Patrol Services**  
Presented to Regional Planning and Highways Committee - May 7, 2018  
**3 proposals were received, 2 firms were interviewed, 1 firm is being recommended.**  
**Service Area 2**

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	85.0	California Coach Orange, Inc. (Cal Coach) Orange, California	None	<p>Extensive experience in the towing industry and Freeway Service Patrol (FSP) programs.</p> <p>Facility is in close proximity to service area.</p> <p>Proposed key personnel have extensive FSP technical and administrative experience, and demonstrated a high level of competence and commitment to the project during the interview.</p> <p>Firm's proposal illustrated a thorough knowledge and understanding of the service requirements.</p> <p>The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements.</p> <p>The vehicles presented during the site visits were in excellent condition with enhanced features.</p>	\$81.21
2	80.0	Team A&B, Inc. doing business as A&B Towing (A&B) Costa Mesa, California	None	<p>Good experience in providing towing services.</p> <p>Proposed key personnel have good experience in the towing industry. One proposed key personnel had not yet completed the required FSP training at the time of interview.</p> <p>Facility is far from the service area.</p> <p>Proposed scheduling methodology did not reasonably assure the firm will manage FSP drivers to cover all beats in time and comply with California Highway Patrol (CHP) mandated limits on driver hours.</p> <p>Proposal and interview demonstrated a thorough knowledge and understanding of the service requirements; however, responses to interview questions presented uncertainties to meet all requirements specified in the scope of services.</p> <p>Proposed lowest revenue vehicle hour (RVH) rates to all areas.</p>	\$67.42

**Evaluation Panel:**

**Proposal Criteria**

**Weight Factors**

**Internal:**

Contracts Administration and Materials Management (1)	Qualifications of the Firm	30%
Motorist Services (1)	Staffing and Project Organization	25%
Maintenance (1)	Work Plan	15%

**External:**

California Highway Patrol (1)	Cost and Price	30%
San Bernardino County Transportation Authority (1)		

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**Service Area 4**

<b>Overall Ranking</b>	<b>Proposal Score</b>	<b>Firm &amp; Location</b>	<b>Sub-Contractors</b>	<b>Evaluation Committee Comments</b>	<b>Average RVH Rate</b>
1	83.0	Cal Coach Orange, California	None	<p>Extensive experience in the towing industry and FSP programs.</p> <p>Facility is in close proximity to service area.</p> <p>Firm proposed to recruit and train staff for the added service area and have two to three certified drivers available on site to make sure that shifts are covered.</p> <p>Proposed key personnel that have extensive FSP technical and administrative experience, and demonstrated a high level of competence and commitment to the project during the interview.</p> <p>Firm's proposal demonstrated a thorough knowledge and understanding of the service requirements.</p> <p>The work plan thoroughly addressed every aspect of the scope of services and demonstrated exceptional knowledge of OCTA's requirements.</p> <p>The vehicles presented during the site visits were in excellent condition with enhanced features.</p>	\$83.32
2	80.0	A&B Costa Mesa, California	None	<p>Good experience in providing towing services.</p> <p>Proposed key personnel have good experience in the towing industry. One proposed key personnel had not yet completed the required FSP training at the time of interview.</p> <p>Facility is in close proximity to service area.</p> <p>Proposed scheduling methodology did not reasonably assure the firm will manage FSP drivers to cover all beats in time and comply with CHP mandated limits on driver hours.</p> <p>Proposal and interview demonstrated a thorough knowledge and understanding of the service requirements; however, responses to interview questions presented uncertainties to meet all requirements specified in the scope of services.</p> <p>Proposed lowest RVH rates to all areas.</p>	\$67.42

**Evaluation Panel:**

**Proposal Criteria**

**Weight Factors**

**Internal:**

Contracts Administration and Materials Management (1)	Qualifications of the Firm	30%
Motorist Services (1)	Staffing and Project Organization	25%
Maintenance (1)	Work Plan	15%

**External:**

Cost and Price	30%
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California Highway Patrol (1)

San Bernardino County Transportation Authority (1)

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**Service Area 9**

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	84.0	Cal Coach Orange, California	None	<p>Extensive experience in the towing industry and FSP programs.</p> <p>Facility is in close proximity to service area.</p> <p>Firm proposed to recruit and train staff for the added service area and have two to three certified drivers available on site to make sure that shifts are covered.</p> <p>Proposed key personnel that have extensive FSP technical and administrative experience, and demonstrated a high level of competence and commitment to the project during the interview.</p> <p>Firm's proposal illustrated a thorough knowledge and understanding of the service requirements.</p> <p>The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements.</p> <p>The vehicles presented during the site visits were in excellent condition with enhanced features.</p>	\$82.62
2	80.0	A&B Costa Mesa, California	None	<p>Good experience in providing towing services.</p> <p>Proposed key personnel have good experience in the towing industry. One proposed key personnel had not yet completed the required FSP training at the time of interview.</p> <p>Facility is in close proximity to service area.</p> <p>Proposed scheduling methodology did not reasonably assure the firm will manage FSP drivers to cover all beats in time and comply with CHP mandated limits on driver hours.</p> <p>Proposal and interview demonstrated a thorough knowledge and understanding of the service requirements; however, responses to interview questions presented uncertainties to meet all requirements specified in the scope of services.</p> <p>Proposed lowest RVH rates to all areas.</p>	\$67.42

**Evaluation Panel:**

**Proposal Criteria**

**Weight Factors**

**Internal:**

Contracts Administration and Materials Management (1)	Qualifications of the Firm	30%
Motorist Services (1)	Staffing and Project Organization	25%
Maintenance (1)	Work Plan	15%

**External:**

California Highway Patrol (1)	Cost and Price	30%
San Bernardino County Transportation Authority (1)		

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**Service Area 7**

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	86.0	Beach Town Towing, LLC, doing business as Orange County Motor Club  Irvine, California	None	Firm's extensive relevant experience in the towing industry was clearly demonstrated through its proposal and during interview.  Key personnel in attendance during the interview responded to all questions professionally and effectively and has comprehensive FSP experience.  Proposed work plan demonstrated an in-depth and excellent understanding of the requirements for the requested services.  Proposed the use of Hino Diesel/Electric Hybrid trucks with enhanced features for FSP service.  Facility is in close proximity to the service area.	\$86.95
2	83.0	Cal Coach  Orange, California	None	Extensive experience in the towing industry and FSP programs. Proposed key personnel that have extensive FSP experience and demonstrated a high level of competence the during the interview.  The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements.  The vehicles presented during the site visits were in excellent condition with enhanced features.	\$82.83
2	80.0	A&B Costa Mesa, California	None	Good experience in providing towing services.  Proposed key personnel have good experience in the towing industry. One proposed key personnel had not yet completed the required FSP training at the time of interview.  Proposed scheduling methodology did not reasonably assure the firm will manage FSP drivers to cover all beats in time and comply with CHP mandated limits on driver hours.  Proposal and interview demonstrated a thorough knowledge and understanding of the service requirements; however, responses to interview questions presented uncertainties to meet all requirements specified in the scope of services.  Proposed lowest RVH rates to all areas.	\$67.42

**Evaluation Panel:**

**Proposal Criteria**

**Weight Factors**

**Internal:**

Contracts Administration and Materials Management (1)	Qualifications of the Firm	30%
Motorist Services (1)	Staffing and Project Organization	25%
Maintenance (1)	Work Plan	15%

**External:**

	Cost and Price	30%
California Highway Patrol (1)		
San Bernardino County Transportation Authority (1)		