

**Review of Proposals, RFP 0-2721 Freeway Service Patrol Services
Service Area 1**

Presented to Regional Planning and Highways Committee - March 1, 2021

3 proposals were received, 2 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	89.0	Veterans Towing, LLC Fullerton, California	None	<p>Relevant experience in providing towing services.</p> <p>Proposed key personnel have good experience in the towing industry.</p> <p>Facility is in close proximity to the service area.</p> <p>The work plan addressed every aspect in the scope of services and demonstrated good knowledge of OCTA's requirements.</p> <p>Proposal and interview demonstrated a full knowledge and understanding of the service requirements; responses to interview questions presented confidence to meet all requirements specified in the scope of services.</p> <p>Proposed lowest RVH rates to all areas.</p>	\$89.00
2	88.0	California Coach Orange, Inc. Orange, California	None	<p>Extensive experience in the towing industry and FSP programs.</p> <p>Facility is in close proximity to the service area.</p> <p>Well-rounded, experienced project team with FSP experience.</p> <p>Firm's proposal includes comprehensive Drug & Alcohol policy and thorough maintenance plan.</p> <p>The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview.</p> <p>Proposed higher RVH rates.</p> <p>Cal Coach has 75 percent of service beats in the FSP program currently.</p>	\$109.80

Evaluation Panel:

Proposal Criteria

Weight Factors

Internal:

Contracts Administration and Materials Management (1)

Motorist Services (1)

External:

California Highway Patrol (1)

Riverside Transportation Commission (1)

San Bernardino Associated Governments (1)

Qualifications of the Firm

Staffing and Project Organization

Work Plan

Cost and Price

30%

30%

15%

25%

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Service Area 3

Presented to Regional Planning and Highways Committee - March 1, 2021

3 proposals were received, 2 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	89.0	California Coach Orange, Inc. Orange, California	None	Extensive experience in the towing industry and FSP programs. Facility is in close proximity to service area. Well-rounded, experienced project team with FSP experience. Firm's proposal includes comprehensive Drug & Alcohol policy and thorough maintenance plan. The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview. Proposed higher RVH rates. Cal Coach has 75 percent of service beats in the FSP program currently.	\$109.80
2	88.0	Veterans Towing, LLC Fullerton, California	None	Good experience in providing towing services. Proposed key personnel have good experience in the towing industry. The work plan addressed every aspect in the scope of services and demonstrated good knowledge of OCTA's requirements. Proposal and interview demonstrated a full knowledge and understanding of the service requirements; responses to interview questions presented confidence to meet all requirements specified in the scope of services. Firm is new to FSP program and only eligible to be awarded one service area. Proposed lowest RVH rates to all areas. Veterans is new to FSP program and only eligible to be awarded one service area.	\$89.00

Evaluation Panel:

Proposal Criteria

Weight Factors

Contracts Administration and Materials Management (1)	Qualifications of the Firm	30%
Motorist Services (1)	Staffing and Project Organization	30%
External:	Work Plan	15%
California Highway Patrol (1)	Cost and Price	25%
Riverside Transportation Commission (1)		
San Bernardino Associated Governments (1)		

**Review of Proposals, RFP 0-2721 Freeway Service Patrol Services
Service Area 5**

Presented to Regional Planning and Highways Committee - March 1, 2021
2 proposals were received, 1 firm was interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	91.0	California Coach Orange, Inc. Orange, California	None	Extensive experience in the towing industry and FSP programs. Facility is in close proximity to service area. Well-rounded, experienced project team with FSP experience. Firm's proposal includes comprehensive Drug & Alcohol policy and thorough maintenance plan. The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview.	\$110.45

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	30%

External:

	Work Plan	15%
California Highway Patrol (1)	Cost and Price	25%
Riverside Transportation Commission (1)		
San Bernardino Associated Governments (1)		

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Service Area 6

Presented to Regional Planning and Highways Committee - March 1, 2021

4 proposals were received, 3 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	89.0	California Roadside Service, LLC Orange, California	None	Extensive experience in providing towing and roadside services to CHP and AAA in this service area. Facility is in closer proximity to service area. Project organization plan detailed key personnel's experience and high level of commitment to the successful of the project. Firm's proposal includes details on employee selection, training and maintenance of trucks. The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview. Proposed lower RVH rates.	\$107.96
2	88.0	California Coach Orange, Inc. Orange, California	None	Extensive experience in the towing industry and FSP programs. Well-rounded, experienced project team with FSP experience. Firm's proposal includes comprehensive Drug & Alcohol policy and thorough maintenance plan. The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview. Cal Coach has 75 percent of service beats in the FSP program currently. Proposed higher RVH rates.	\$109.95
2	88.0	Veterans Towing, LLC Fullerton, California	None	Good experience in providing towing services. Proposed key personnel have good experience in the towing industry. Facility is closer in proximity to service Area. The work plan addressed every aspect in the scope of services and demonstrated good knowledge of OCTA's requirements. Proposal and interview demonstrated a full knowledge and understanding of the service requirements; responses to interview questions presented confidence to meet all requirements specified in the scope of services. Firm is new to FSP program and only eligible to be awarded one service area. Proposed lowest RVH rates to all areas. Veterans is new to FSP program and only eligible to be awarded one service area.	\$95.00

Evaluation Panel:

Proposal Criteria

Weight Factors

Internal:

Contracts Administration and Materials Management (1)
Motorist Services (1)

Qualifications of the Firm
Staffing and Project Organization

30%
30%

External:

California Highway Patrol (1)
Riverside Transportation Commission (1)
San Bernardino Associated Governments (1)

Work Plan
Cost and Price

15%
25%

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Service Area 8

Presented to Regional Planning and Highways Committee - March 1, 2021

3 proposals were received, 2 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	92.0	Beach Town Towing, LLC, dba Orange County Motor Club Lake Forest, 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. Facility is in close proximity to the service area. Proposed lower RVH rates.	\$101.79
2	91.0	California Coach Orange, Inc. Orange, California	None	Extensive experience in the towing industry and FSP programs. Well-rounded, experienced project team with FSP experience. Firm's proposal includes comprehensive Drug & Alcohol policy and thorough maintenance plan. The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview. Proposed higher RVH rates. Cal Coach has 75 percent of service beats in the FSP program currently.	\$112.95

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	30%

External:

California Highway Patrol (1)	Work Plan	15%
Riverside Transportation Commission (1)	Cost and Price	25%
San Bernardino Associated Governments (1)		

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Service Area 10

Presented to Regional Planning and Highways Committee - March 1, 2021

3 proposals were received, 2 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Average RVH Rate
1	89.0	California Coach Orange, Inc. 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>Well-rounded, experienced project team with FSP experience.</p> <p>Firm's proposal includes comprehensive Drug & Alcohol policy and thorough maintenance plan.</p> <p>The work plan thoroughly addressed every aspect in the scope of services and demonstrated exceptional knowledge of OCTA's requirements during interview.</p> <p>Proposed higher RVH rates.</p> <p>Cal Coach has 75 percent of service beats in the FSP program currently.</p>	\$109.95
2	88.0	Veterans Towing, LLC Fullerton, California	None	<p>Relevant experience in providing towing services.</p> <p>Proposed key personnel have good experience in the towing industry.</p> <p>Facility is closer in proximity to service area.</p> <p>The work plan addressed every aspect in the scope of services and demonstrated good knowledge of OCTA's requirements.</p> <p>Proposal and interview demonstrated a full knowledge and understanding of the service requirements; responses to interview questions presented confidence to meet all requirements specified in the scope of services.</p> <p>Proposed lowest RVH rates to all areas.</p> <p>Veterans is new to FSP program and only eligible to be awarded one service area.</p>	\$89.00

Evaluation Panel:

Proposal Criteria

Weight Factors

Internal:

Contracts Administration and Materials Management (1 Qualifications of the Firm

30%

Motorist Services (1)

Staffing and Project Organizatio

30%

External:

Work Plan

15%

California Highway Patrol (1)

Cost and Price

25%

Riverside Transportation Commission (1)

San Bernardino Associated Governments (1)

Acronym List

AAA - Automobile Club of Southern California

CHP - California Highway Patrol

FSP = Freeway Service Patrol

OCTA = Orange County Transportation Authority

RVH = Revehue Vehicle Hour