

Staff Summary Report

REVISED



Council Meeting Date: 12-06-2007

Agenda Item Number: 45

SUBJECT: Request to award a three-year contract with two, one-year renewal options to *All City Towing* for towing services.

DOCUMENT NAME: 20071206fsta04 PURCHASES (1004-01)

SUPPORTING DOCS: Yes

COMMENTS: (RFP #08-039) Total cost for this contract shall not exceed \$900,000, including \$60,000 for city tows, during the initial contract period.

PREPARED BY: Tony Allen, Procurement Officer, 480-350-8548

REVIEWED BY: Michael Greene, CPM, Central Services Administrator, 480-350-8516

**LEGAL REVIEW AS
TO CONTRACT FORM**

ONLY: N/A

FISCAL NOTE: Sufficient funds have been appropriated in 3262-6720 for city vehicle tows.

RECOMMENDATION: Award the contract.

ADDITIONAL INFO: Request for Proposal 08-039 was issued to establish a contract to provide towing and storage services for vehicles from accident scenes, abandoned vehicles, police impounds and city vehicle tows. Six responses were received. An evaluation committee comprised of Police, Legal and Procurement Staff reviewed the proposals. The committee recommendation is to award the contract to *All City Towing*, the overall high scorer.

City of Tempe, Arizona
Request for Proposal # 08-039
Procurement Description – Vehicle Towing



Prepared by:
ACT Towing, LLC
dba All City Towing
261 E. 10th Drive
Mesa, Arizona 85210
(480) 833-7278



October 3, 2007

Mr. Tony Allen, Procurement Officer
Evaluation Team Members
City of Tempe - Procurement Division
20 E. Sixth Street, 2nd Floor
Tempe, AZ 85281

REQUEST FOR PROPOSAL: 08-039
PROCUREMENT DESCRIPTION: Vehicle Towing

Dear Mr. Allen & Evaluation Team Members:

Enclosed please find one (1) original and six (6) additional proposal response copies for your evaluation purposes. We understand it was not required but we also have enclosed one (1) electronic copy of the proposal, including pricing, on an Excel-formatted CD.

We assert our ability to provide all services requested and required under the terms and conditions of this Request For Proposal. All City Towing further asserts to provide these services for the schedule of fees as contained within the solicitation.

The solicitation constitutes our offer to provide towing and storage services for a period of thirty-six (36) months. We also recognize the City may, by mutual agreement in the form of a written Contract Modification, renew the resultant contract for supplemental periods of up to a maximum of twenty-four (24) months. The City's Procurement Office will determine the period of any single renewal. We accept that any such increments shall not be for more than twelve (12) months each, unless the City is eligible to obtain significant cost and/or supply advantage by a longer contract renewal period.

All City Towing has a combined 20 years of experience with contract towing serving both municipalities as well as the general public. We operate multiple storage facilities with locations in Chandler, Mesa, Phoenix and Tempe, all cities in which we are proud to do business. Currently, All City Towing employs 85 skilled individuals, all of which reside in Maricopa County, some of which reside in Tempe. We are confident our organization possesses the ability, knowledge, equipment and personnel to effectively and efficiently provide service which will be performed to the highest standards of the towing industry. We pledge to do this while remaining focused on the safety of all involved.

If we can answer any questions for you during the review process or schedule a tour of our facilities, please contact me at (480) 833-7278.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey D. Dunn".

Jeffrey D. Dunn
General Manager
ACT Towing, LLC

RFP 08-039 Tempe

Proposal Checklist For Submittals

- One signed and complete original of the proposal response, including "Vendor's Proposal Offer" (form 201B).
- Six (6) additional copies of proposal.
- Copies of State Licenses, Local Licenses and permits necessary for operation of business.
- Detailed list of vehicles and equipment available to service this contract.
- Copy of current Financial Statement included.
- Background information for principals of company included.
- Copy of Menu of Charges included.
- Proposal questionnaire completed and included.
- Price Sheet completed and included.
- Any addendum(s) have been included.

TABLE OF CONTENTS

REQUEST FOR PROPOSAL # 08-039 DOCUMENTATION

Submitted October 3, 2007

Federal I.D. Number: 20-1094157

TAB No.

DESCRIPTION

1	Introduction
2	Vendor's Proposal Offer
3	Signed Addendum
4	Proposal Questionnaire
5	Transaction Privilege Tax License
6	Equipment List
7	Equipment Commitments
8	Principal Background Information
9	Key Personnel
10	Category I - Revised Price Sheet 09/18/07 (Police Towing)
11	Category II - Revised Price Sheet 09/18/07 (City Vehicle Towing)
12	Category III - Revised Price Sheet 09/18/07 (Additional Services Offered)
13	Price Sheet - Pg 33
14	Methodology
15	Response Times - Financial Implications
16	Customer Service (Billing, Service Inquiries, Complaints)
17	Safety Policies
18	Recruitment and Training Program
19	Anti-Drug Policy
20	Additional References
21	Photo Gallery

INTRODUCTION

Overview/General Terms and Conditions

All City Towing has developed this proposal based on our experience in responding to the needs of other municipality's emergency and non-emergency towing needs during the past 20 years. We continually adapt our levels of service to exceed the ever-changing demands of our customers. Our public/private partnership(s) in fulfilling emergency towing requirements offers the City of Tempe and its citizens responsive, efficient and cost effective services.

Below is a brief summary of key services and added benefits that are contained in our proposal.

Equipment, Personnel and Facilities

- Equipment upgrades will include new tow trucks as needed, including all necessary tools to accomplish both emergency and non-emergency towing needs.
- All trucks in our fleet are equipped with modern, state of the art Global Positioning System (GPS) devices with continuous satellite uplink.
- All trucks have the ability to send and receive computerized dispatch messages.
- We employ bilingual personnel to communicate with the diverse members of our community.
- All City has a committed and experienced team of management and towing professionals that are responsive to the needs of the citizens of Tempe.
- Our record of participation with numerous local municipality's fire, police and school departments confirms our willingness to be a solid and invested corporate citizen.
- We currently operate a full service storage facility centrally located in Tempe, which enhances the level of service we are able to provide.
- All City Towing is an active participant in community services and events. We take great pride in our role in the communities we serve.

Experience and Performance History

- In the 20+ years of collective experience, All City has logged approximately 600,000 contracted tows. The service model we have established has allowed us the ability to efficiently work for and with governmental agencies as well as the general public. Our exemplary performance history is credited to our ability to challenge ourselves daily, while expecting and demanding above average results. This approach generates safe, efficient and professional service to our customers.

Response Times

- As one of the first responders on scene, we recognize the critical role we play. The need for efficient and timely responses is of critical importance for all parties involved. We have included for your review a brief and limited example of some of the impacts surrounding response times. (See tab 15, Response Time - Financial Implications)

Conformance to RFP

- All City Towing accepts all terms, conditions and requirements defined in the RFP. No exceptions are taken by ACT Towing, LLC, dba All City Towing.

Record Keeping

- All City Towing will maintain a record, which is subject to audit, of each vehicle towed under this contract. This record will include, at a minimum, the information defined in the RFP that is required of the contractor.
- We perform monthly internal audits to ensure the accuracy of our records. We will generate monthly reports, as required by the RFP and provide the information to the City of Tempe.

A Proven Record

- All City Towing currently serves as a contract provider to the City of Chandler, City of Scottsdale, City of Mesa, Department of Public Safety, Town of Gilbert Police Department, Maricopa County Sheriff's Office, City of Phoenix and numerous commercial accounts.

SUMMARY

- All City Towing, in response to this RFP, is dedicated to the concept of a public/private partnership with the City of Tempe and its law enforcement professionals. The broad scope of enhancements coupled with our partnership attitude creates a platform that we believe will improve upon the towing services currently being provided to the City of Tempe. We are confident our efficient utilization of our available resources will result in an enhanced level of service.

Vendor's Proposal Offer

It is REQUIRED that Proposal Offeror COMPLETE, SIGN and SUBMIT the original of this form to the City Procurement Office with the proposal response offer. An unsigned "Vendor's Proposal Offer", late proposal response and/or a materially incomplete response will be considered non-responsive and rejected.

Proposal offeror is to type or legibly write in ink all information required below.

Proposal Offeror's Company Name <u>ACT TOWING, LLC dba All City Towing</u>	
Company Mailing Address <u>P.O. BOX 5575, Mesa, AZ 85211-5575</u>	
Company Street Address <u>261 E. 10th Drive, Mesa, AZ 85210</u>	
Proposal Offeror Contact <u>Jeffrey Dunn</u>	Title <u>General Manager</u>
Contact's Phone No. <u>480-833-7278</u>	E-mail Address <u>jdunn@allcitytowing.com</u>
<u>Proposal Offeror's Company Tax Information:</u>	
Arizona Transaction Privilege (Sales) Tax No. <u>074544750</u>	or
Arizona Use Tax No. _____	
Federal I.D. No. <u>20-1094157</u>	
City & State Where Sales Tax is Paid <u>Mesa</u> , <u>AZ</u>	

THIS PROPOSAL IS OFFERED BY

Authorized Proposal Offeror (Type or Print in ink) Jeffrey Dunn

Proposal Offeror's Title (Type of Print in ink) General Manager

Date 10-03-07

REQUIRED SIGNATURE OF AUTHORIZED PROPOSAL OFFEROR (Must Sign in Ink)

By signing this Proposal Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other offeror or potential offeror. Failure to sign and return this form with proposal offer will result in a non-responsive proposal.

Jeffrey E. Dunn
Signature of Authorized Proposal Offeror

10/03/07
Date

Delete: Page 22, under Equipment – Contractor shall provide sufficient equipment for operation of the tow service per City of Tempe specifications. The contractor shall have the necessary equipment, personnel and vehicle storage locations available at the time of evaluation.

Contractor shall have a minimum of thirteen (13) tow trucks dedicated to the City of Tempe (One (1) shall be a heavy duty tow truck, four (4) shall be classified as medium duty tow trucks as determined by a current inspection and certification of the Arizona Department of Public Safety, the remaining tow trucks may be light duty tow trucks which have been so inspected and certified by the Arizona Department of Public Safety). Tow trucks dedicated for other municipalities cannot be counted in the combined total as dedicated to Tempe only.

All tow truck will also be inspected periodically by the Tempe Police Department and must meet the City of Tempe's certification requirements.

All tow trucks shall be equipped with their proper complement of dollies, chains, slings, bumpers and other equipment necessary to prevent damage to towed vehicles. They will also be equipped with brooms, shovels, oil absorbent materials, and other necessary equipment to clean up accident scenes. Contractor tow trucks shall have a communications system to provide twenty-four (24) hour dispatching.

Add: Page 22, under Equipment – Contractor shall provide sufficient equipment for operation of the tow services per City of Tempe specifications. The contractor shall have the necessary equipment, personnel and vehicle storage locations available or be able to provide documentation that it will have available all necessary personnel and equipment at the time of proposal evaluation.

The City of Tempe requires that vendor have available a minimum of 13 vehicles (one of which shall be classified as heavy duty) to service the requirements of this proposal. These vehicles must be available to the City of Tempe at all times.

All tow trucks will be inspected periodically by the Tempe Police Department and must meet the City of Tempe certification requirements.

All tow trucks shall be equipped at all times with a complement of dollies, chains, slings, bumpers and other equipment necessary to prevent damage to towed vehicles. They will also be equipped with brooms, shovels, oil absorbent materials, and other necessary equipment to clean up accident scenes. Contractor tow trucks shall have a communication system to provide twenty-four (24) hour dispatching.

Add: Page 25, under Response – Response time shall not be more than sixty (60) minutes for arrival at the site for heavy vehicles (above 25,000 pounds)

No further questions will be accepted.

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

ACT Towing, LLC
NAME OF COMPANY
P.O. Box 5575
ADDRESS (or PO Box)
Mesa AZ 85211
CITY STATE ZIP

Jeffrey Dunn / General Manager
BY NAME (please print) TITLE
480-833-7278
TELEPHONE

AUTHORIZED SIGNATURE

Proposal Questionnaire

Contractor shall submit the following information with their proposal.

1. Do the services you intend to furnish meet or exceed the requirements of the General and Specifications sections of this RFP and will you agree to the Responsibilities of the Contractor?

Yes No . If no, please explain below.

2. List your business address.

261 E. 10th Drive, Mesa, AZ 85210

Contact Jeffrey Dunn Phone 480-833-7278

3. List location from which your tow trucks are dispatched.

261 E. 10th Drive, Mesa, AZ 85210

Contact Justin Pearce Phone 480-833-3200

4. List location of your approved storage lot.

822 E Gilbert Drive, Tempe, AZ 85281

Contact Jeffrey Dunn Phone 480-833-7278

If storage lot is leased, provide the terms of the lease and the name and address of the lessor.

Four year lease ending on December 31, 2011 with option to renew or purchase.

Griffon Investment Group 28150 N. Alma School Rd, Ste. 103-500 Scottsdale, AZ 85262

Contact Paul Pisto Phone 602-391-3064

5. List security features at approved storage lot.

Electronically controlled lighting from dusk to dawn, 8' fence surrounding entire perimeter of property along with razor wire and alarmed electric fence.

6. List size of approved storage lot.

2.25 acres

7. List number of approved storage lot attendants.

(4) four

8. Include a detailed list of vehicles (including quantity) available for use with this contract. List truck specifications and equipment carried on these vehicles.

Attach separate sheets

9. List three (3) references for whom you have held towing contracts (government preferred).

<u>Company or Agency</u>	<u>Contact</u>	<u>Phone</u>
Scottsdale Police Department	Sgt. Butera	480-312-2685
Chandler Police Department	Lt. Henry	480-782-4841
Mesa Police Department	Joe Bonacci	480-644-6080

10. List the Names and Addresses of partners or principle officers and directors:

Janet Rush - 2240 S. 35th Avenue, Phoenix, AZ 85009

Charles Kilpatrick - 2240 S. 35th Avenue, Phoenix, AZ 85009

11. Insurance - provide name of insurance and bonding carriers that provide coverage for your company:

<u>Liability Carrier</u>	<u>Contact</u>	<u>Phone</u>
Westow Tow & Transport	Hugh Roberison	888-695-7702
<u>Bonding Carrier</u>	<u>Contact</u>	<u>Phone</u>
Notary Bond Agency	Rifa Berthold	480-833-8550

12. Please provide a copy of firm's most current financial statement -- used to determine the financial stability of the business.

13. Provide background information for all principals of company.



ARIZONA DEPARTMENT OF REVENUE
 LICENSE & REGISTRATION SECTION
 1600 WEST MONROE
 PHOENIX, ARIZONA 85007-2650

EFFECTIVE DATE
 July 1, 2004

TRANSACTION PRIVILEGE TAX LICENSE
 -NOT TRANSFERABLE-

The licensee listed below is licensed to conduct business upon the condition that taxes are paid to the Arizona Department of Revenue as required under provisions of A.R.S. Title 42, Chapter 5, Article 1.

0600001008550

20031166

ALL communications and reports MUST REFER to this LICENSE NO.

Issued To: ACT TOWING LLC
 ALL CITY TOWING
 PO BOX 5575
 MESA AZ 85211

BUSINESS CLASS
 017 Retail

Location: ALL CITY TOWING
 2450 S 35TH AVE
 PHOENIX AZ 85009

PROGRAM CITIES
 NONE

This License is issued to the business named above for the address shown. Licenses, by law, cannot be transferred from one person to another, nor can they be transferred from one location to another. Arizona law requires licensees to notify the Department of Revenue if there is a change in business name, trade name, location, mailing address, or ownership. In addition, when the business ceases to operate or the business location changes and a new license is issued, this license must be returned to the Arizona Department of Revenue.

EQUIPMENT LIST

MAKE	MODEL YEAR	VIN #	LICENSE #	MFR. GVW	TYPE	WINCH CAPACITY
Hino	258/2006	5PVND8JTX62510264	CD92353	25,500	Flatbed	8,000 lbs
International	4300/2005	1HTMMAAM45H100367	CE65628	18,000	Flatbed	8,000 lbs
International	4700/2000	1HTSCAAM3YH320825	CD82825	25,500	Medium	10,000 lbs X2
International	4300/2004	1HTMMAAM44H613200	CD82824	18,000	Flatbed	8,000 lbs
International	4300/2005	1HTMMAAM25H100366	CE65629	18,000	Flatbed	8,000 lbs
International	4300/2004	1HTMMAAM64H620424	CE65630	18,000	Flatbed	8,000 lbs
International	4300/2004	1HTMMAAM84H620425	CE65631	18,000	Flatbed	8,000 lbs
International	4300/2005	1HTMMAAM05H100365	CE65627	18,000	Flatbed	8,000 lbs
International	4300/2004	1HTMMAAM24H606438	CE43248	18,000	Flatbed	8,000 lbs
Hino	258/2006	5PVND8JF962S10131	CD92400	25,500	Flatbed	8,000 lbs
Hino	258/2006	5PVND8JT162S10251	CD92351	25,500	Flatbed	8,000 lbs
Hino	258/2006	5PVND8JT662S10326	CD92399	25,500	Flatbed	8,000 lbs
International	4700/2000	1HTSCAAM5YH320454	CD82818	25,500	Medium	10,000 lbs X2
Hino	258/2006	5PVND8JTX62S10316	CD92406	25,500	Flatbed	8,000 lbs
Ford	F550/2002	1FDAF56F22EB61818	CD82822	17,500	Wheel Lift	8,000 lbs
Ford	F550/2002	1FDAF56F52EB61831	CD82821	17,500	Wheel Lift	8,000 lbs
Ford	F550/2000	1FDAF56F6YED68947	CD82819	12,000	Wheel Lift	8,000 lbs
Hino	258/2006	5PVND8JTX62510328	CD92352	25,500	Flatbed	8,000 lbs
Hino	258/2006	5PVND8JT0626510357	CD92397	25,500	Flatbed	8,000 lbs
Hino	258/2006	5PVND8JT162S10265	CD92354	25,500	Flatbed	8,000 lbs
Ford	F450/2004	1FDXF46P44EC80101	CD66937	15,000	Wheel Lift	8,000 lbs
Ford	F450/2003	1FDXF46FX3EA29086	CC29421	15,000	Wheel Lift	8,000 lbs
International	4700/2001	1HTSCABK41H358132	CC51428	18,000	Flatbed	8,000 lbs
International	4300/2002	1HTMMAAM32H524568	CE43242	18,000	Flatbed	8,000 lbs
Ford	F450/2006	1FDXF46P46EC46842	CE27758	16,000	Wheel Lift	8,000 lbs
Hino	258/2007	5PVNJ8JP272SS0206	CD82034	25,500	Flatbed	8,000 lbs
Hino	258/2007	5PVNJ8JP472SS0207	CE82033	25,500	Flatbed	8,000 lbs

EQUIPMENT COMMITMENTS

Todd

EQUIPMENT INC.

3435 E Elwood St • Phoenix • AZ • 85048

480-557-Todd (8633) • 480-557-6380 (Fax) • 800-524-5535 (Toll Free)

October 2, 2007

To Whom it May Concern:

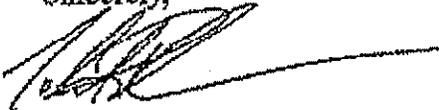
Please accept this letter as confirmation of a purchase order made by ACT Towing LLC, dba All City Towing, for the acquisition of two (2) additional medium duty wreckers.

The anticipated delivery date for the above units is projected to be on or before October 31, 2007. There are no contingencies associated with this order. The vehicle identification numbers (VIN) and a brief description of the trucks are included on the attached purchase orders.

ACT Towing, LLC, dba All City Towing, has entered into a conditional purchase agreement with Todd Equipment, Inc. for the purchase of one (1) heavy duty wrecker. The delivery of this vehicle would be made within 10 days, provided All City Towing received a successful notice of award in connection with RFP 08-039. We provide our commitment to All City Towing that we have the ability to accommodate the above orders without delay.

Should you have further questions relating to this matter, please do not hesitate to contact me directly at the number(s) listed above.

Sincerely,



Todd Grone
Todd Equipment
President/Owner



EQUIPMENT, INC.

909 North Miller Drive Tempe, AZ 85281

1-800-524-5535 480-557-TODD Fax 480-557-6380

QUOTATION NO. 1223

COMPANY NAME TACT TOWING LLC

DATE 09-28-07

ADDRESS 251 E. 10TH DRIVE

CITY MESA

STATE AZ

ZIP 85210

CONTACT TODD

PHONE 480-833-7278

FAX 480-451-0001

SALESMAN TODD

ITEM

WHEEL LIFT: MFG	JERR-DAN	MODEL #	COUGAR SPC 13
CAR CARRIER: MFG.		MODEL #	
RAPID SPEC. WHEEL LIFT PACKAGE			
WINCH ASSY (S)	(2) WORM GEAR	TONS:	5
PTO:	NOT SHFT	CLUTCH PUMP:	
ROLLER GUIDE:		PLATE TENSIONER:	INCL
SLING W/ J-HOOKS		TRUCK BAR:	YES
TOOL BOX: SIDE MOUNT	STD DRIVER SIDE	HITCH:	STD
LIGHT PYLON:	INCL	TUNNEL:	24" STEEL
LIGHT BAR:	ROTATOR	STORAGE BASKET:	
MAGNETIC TOW LIGHTS:	60 LINE	SWITCH PANEL:	INCL
MUD FLAPS:	YES	WORK LIGHTS:	UPPER AND LOWER
BRIDAL CHAIN:		CPS PKG:	
DOLLIES/GO JAKS:		IN CAB CONTROLS:	
THROTTLE CONTROL:	CRUISE	JUMPER CABLE BOX:	
AUXILIARY SPRING PKG:		S.S. WHEEL SIMULATORS:	
PAINT:		FRAME (CHK ONE)	<input checked="" type="checkbox"/> STRETCH <input checked="" type="checkbox"/> SHORTEN
OTHER OPTIONS:	2 SETS OF FRAME FORKS, 1 SET SPRING LIFT ATTACHMENTS, 1 SET OF HIGH RISERS		
SAFETY TIE DOWN STRAPS AND RATCHETS AND SAFETY CHAINS STANDARD			
EXTRA 24" TUNNEL TOOL BOX WITH AIR SPOOL INSTALLED			
WEST COAST WINCH PKG			
FIBERGLASS FENDERETTES			

CHASSIS: 2008 HINO 260, 6 CYL. TURBO DIESEL, WITH ALLISON AUTO, A/C, ONE FUEL TANK, AM-FM CD PLAYER

AIR BRAKES, 105" CA, 255 70R 22.5 TIRES / JERR-DAN CHASSIS, VIN#PVALBJT982S61741

TRADE IN: NO TRADE PLATINUM CUSTOMER DISCOUNT

*TOTAL AND BALANCE DUE DOES INCLUDE LICENSE FEES.

*TOTAL QUOTE: [REDACTED]

DEPOSIT AMOUNT 0.00

*BALANCE DUE [REDACTED]

ACCEPTANCE OF QUOTATION - THE ABOVE PRICES, SPECIFICATIONS AND CONDITIONS ARE SATISFACTORY AND HEREBY ACCEPTED.

SIGNATURE



EQUIPMENT, INC.

909 North Miller Drive Tempe, AZ 85281

1-800-524-5535 480-557-TCDD Fax 480-557-6380

QUOTATION NO. 12221

COMPANY NAME ACT TOWING LLC DATE 09-28-07

ADDRESS 251 E. 10TH DRIVE CITY MESA STATE AZ ZIP 85210

CONTACT TODD PHONE 480-833-7278 SALESMAN TODD
FAX 480-491-0001

ITEM

WHEEL LIFT: MFG	JERR-DAN	MODEL #	OCUBAR SPC 13
CAR CARRIER: MFG		MODEL #	
RAPID SPEC, WHEEL LIFT PACKAGE			
WINCH ASSY (S)	(2) WORM GEAR	TONS:	5
PTO:	RDY SHIFT	CLUTCH PUMP:	
ROLLER GUIDE:		PLATE TENSIONER:	INCL
SLING W/ J.HOOKS		TRUCK EAR:	YES
TOOL BOX: SIDE MOUNT	STD DRIVER SIDE	HITCH:	STD
LIGHT PYLON:	ROCK	TUNNEL:	24" STEEL
LIGHT BAR:	ROTATOR	STORAGE BASKET:	
MAGNETIC TOW LIGHTS:	BY LINE	WORK LIGHTS:	UPPER AND LOWER
MUD FLAPS:	YES	DPS PKG:	
BRIDAL CHAIN:		IN CAB CONTROLS:	
DOLLIES/ISO JACKS:		JUMPER CABLE BOX:	
THROTTLE CONTROL:	CRUISE	S.S. WHEEL SIMULATORS:	
AUXILIARY SPRING PKG:		FRAME (CHK ONE)	<input checked="" type="checkbox"/> STRETCH <input checked="" type="checkbox"/> SHORTEN
PAINT:		SIDE RAILS:	
OTHER OPTIONS:	2 SETS OF FRAME FORKS, 1 SET SPRING LIFT ATTACHMENTS, 1 SET OF HIGH RIDERS		
SAFETY TIE DOWN STRAPS AND RATCHETS AND SAFETY CHAINS STANDARD			
EXTRA 24" TUNNEL TOOL BOX WITH AIR SPOOL, INSTALLED			
WEST COAST WINCH PKG			
FIBERGLASS FENDERETTES			

CHASSIS: 2004 HINO 268, 6 CYL, TURBO DIESEL, WITH ALLISON AUTO. A/C, ONE FUEL TANK, AM/FM CD PLAYER

AIR BRAKES, 100' CA, 265 70R 22.5 TIRES / JERR-DAN CHASSIS, VIN: SPVNB1T68254745

TRADE IN: NO TRADE PLATINUM CUSTOMER DISCOUNT

*TOTAL QUOTE: [REDACTED]

*TOTAL AND BALANCE DUE DOES INCLUDE LICENSE FEES.

DEPOSIT AMOUNT 0.00

*BALANCE DUE [REDACTED]

ACCEPTANCE OF QUOTATION - THE ABOVE PRICES, SPECIFICATIONS AND CONDITIONS ARE SATISFACTORY AND HEREBY ACCEPTED.

SIGNATURE _____

October 3, 2007

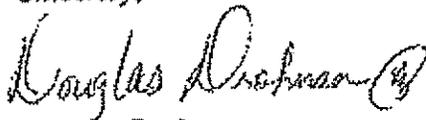
City of Tempe

Dear Sirs,

This letter is written to share with you our experience with ACT Towing, LLC. They are a valued client of Chase Bank, NA. Their current credit relationship consists of a \$750,000 Equipment Line of Credit and a \$250,000 Operating Line of Credit. These credit facilities have been maintained as agreed.

I am also writing to inform you that the Company has the financial capacity to acquire the necessary equipment to fulfill the towing contract they are bidding for the City of Tempe.

Sincerely,



Douglas Drohman
Senior Vice President
Chase Bank, NA.

SUB-CONTRACTOR AVAILABILITY

All City Towing has made the necessary financial and equipment arrangements towards securing a brand new heavy duty wrecker in satisfaction of the terms and conditions RFP 08-039. We recognize the need for this piece of equipment to appropriately service the City of Tempe.

As additional measure of security, we have obtained a commitment of a highly qualified and reputable independent heavy duty towing firm, Monster Heavy Towing and Recovery. This company would only be used in the rare event that our brand new heavy duty wrecker was unavailable.

Attached for your reference is a copy of Monster Heavy Towing and Recovery's commitment letter and equipment list.



P.O Box 20863 Phoenix AZ. 85036
17507 E. Orchid Ln. Gilbert AZ 85296
(480)279-9890 (480)283-3991

October 3, 2007

Mr. Jeffrey Dunn
All City Towing
261 E. 10th Drive
Mesa, AZ 85210

Re: Sub-Contractor for City of Tempe RFP 08-039

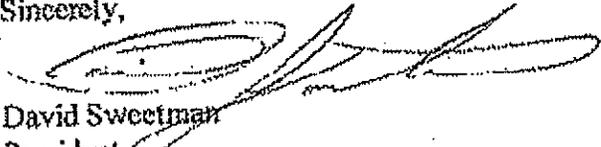
Dear Mr. Dunn,

This letter will serve to confirm our intent to provide heavy duty towing service on a sub-contractor basis to All City Towing as required under the terms and conditions of the City of Tempe RFP 08-039.

As discussed we are licensed by the Department of Transportation and we currently have a fleet of two (2) heavy duty wreckers. I have enclosed our equipment list and Department of Transportation numbers for your reference.

We thank you in advance for this opportunity and look forward to serving both your organization and the City of Tempe.

Sincerely,



David Sweetman
President

Monster Heavy Towing & Recovery, LLC.

Monster Heavy Towing & Recovery LLC.

AZ DOT #1641138

Equipment list

- 1 1994 Kenworth with Vulcan V70 Heavy Wrecker Deck
Vin:1XKWDR9X1RS616136
- 2 1999 Freightliner with Vulcan V100 Heavy Wrecker Deck
Vin:1FUPCDZB1XLA16214

PRINCIPAL BACKGROUND INFORMATION



Janet Rush Bio

Janet Rush Principal Officer of ACT Towing, LLC moved from the Chicago area to Arizona in 1991 with her husband Dan and son Jacob. As a husband and wife team, they began their entrepreneurial vision in the auto recycling industry, later expanding into the towing, property management and metal recycling industries. Fifteen (15) years and three (3) children later, Janet continues to remain active in the businesses, as well as spending time contributing to our local communities.

Janet is the proud recipient of the 2005 Overall Small Business of the Year, the 1999 Entrepreneurial Mother of the Year, and volunteers her time as the Brownie/Girl Scout Troop Leader (2002-2007); Brophy Mothers Guild Chairperson Student Activities (2005-2007); and regular participation in the local church.



Charles Kilpatrick Bio

Charles Kilpatrick is Chief Financial Officer of ACT Towing, LLC. He holds both a Bachelor's degree in Accounting and a Master's degree in Taxation, graduating first in his class (graduate). He successfully passed the CPA exam on his first attempt; of which, only 10% of candidates achieve. He spent five (5) years of his career in public accounting with a reputable local firm in Arizona and now is employed full-time by ACT Towing. He is also bilingual in English and French.

Currently, Charles Kilpatrick manages a staff of five (5) accounting professionals. His department is focused on ensuring the financial accuracy of ACT Towing, LLC and compliance with the most up-to-date regulation requirements in the accounting profession.

KEY PERSONNEL

- Jeffrey Dunn – 1 Year – General Manager
- Ren Wood – 2 Years – General Sales Manager
- Suzanne Scoleri – 1 Year – Divisional Manager
- Danny Nedbalek – 9 Years – Transportation Manager
- Florence Tess – 5 Years – Office Supervisor
- Darlene Rice – 12 Years – Human Resources Coordinator
- Kristine Aleckson – 9 Years – Abandon Vehicle Supervisor
- Justin Pearce – 5 Years – Dispatch Supervisor
- Gary Krucyznski – 3 Years – Inventory Supervisor
- Randy King – 4 Years – Inventory Supervisor
- Peggy Dufur – 4 Years – Accounts Receivable

CATEGORY I – REVISED PRICE SHEET

(POLICE TOWING)

Revised Price Sheet 09/18/07

Quantities are estimates only and will be used for evaluation purposes – actual quantities will vary
 Prices are to include all necessary equipment, fees and charges for the processing of paperwork.

Category I – Police Towing

Description	Category	Quantity	Cost	Extended
1. Total tow Fee - Including winching, standby time, dolling, the first 24 hours of storage and mileage fees for towing to any location within the City of Tempe or contractors designated storage yard.	Under 10,000#	4,860 ea	\$ 15.00	\$ 72,900.00
	10,001 # to 26,000#	516 ea	\$ 30.00	\$ 15,480.00
	26,001# and above	24 ea	\$ 100.00	\$ 2,400.00
2. Mileage Fee, per mile, for mileage in excess of that from point of pickup to storage facility (if outside the City of Tempe).	Under 10,000#	4,600 mi	\$ 2.50	\$ 11,500.00
	10,001 # to 26,000#	700 mi	\$ 2.50	\$ 1,750.00
	26,001# and above	120 mi	\$ 4.00	\$ 480.00
3. Open lot - after hours, Saturday, Sunday and Holidays.		100 ea	\$ 30.00	\$ 3,000.00
4. Storage fee, per 24 hour period, beyond initial 24 hours included in item 1.	Under 10,000#	2,295 hrs	\$ 17.00	\$ 39,015.00
	10,001 # to 26,000#	378 hrs	\$ 15.00	\$ 5,670.00
	26,001# and above	48 hrs	\$ 15.00	\$ 720.00
4. Hook up only (no tow, eg locked bumpers on vehicles)	Under 10,000#	255 ea	\$ 0.00	\$ 0.00
	10,001 # to 26,000#	50 ea	\$ 0.00	\$ 0.00
	26,001# and above	1 ea	\$ 0.00	\$ 0.00
5. Hourly upcharge for canal towing.	Under 10,000#	1 hrs	\$ 75.00	\$ 75.00
	10,001 # to 26,000#	1 hrs	\$ 75.00	\$ 75.00
	26,001# and above	1 hrs	\$ 100.00	\$ 100.00
6. Hourly upcharge for roll over uprighting.	Under 10,000#	1 hrs	\$ 75.00	\$ 75.00
	10,001 # to 26,000#	1 hrs	\$ 75.00	\$ 75.00
	26,001# and above	1 hrs	\$ 100.00	\$ 100.00

CATEGORY II - REVISED PRICE SHEET

(CITY VEHICLE TOWING)

Revised Price Sheet 09/18/07

Category II – City Vehicle Towing

Description	Category	Quantity	Cost	Extended
1. Total tow Fee - Including winching, standby time, dolling and mileage fees for towing to any location within the City of Tempe.	Under 10,000#	216 ea	\$ 25.00	\$ 5,400.00
	10,001 # to 26,000#	54 ea	\$ 25.00	\$ 1,350.00
	26,001# and above	90 ea	\$125.00	\$11,250.00
2. Mileage fee, per mile, for towing outside of Tempe City limits.	Under 10,000#	540 mi	\$ 4.00	\$ 2,160.00
	10,001 # to 26,000#	135 mi	\$ 4.00	\$ 540.00
	26,001# and above	225 mi	\$ 5.00	\$ 1,125.00
3. Hourly upcharge for canal towing.	Under 10,000#	1 hr	\$ 75.00	\$ 75.00
	10,001 # to 26,000#	1 hr	\$ 75.00	\$ 75.00
	26,001# and above	1 hr	\$100.00	\$ 100.00
4. Hourly upcharge for roll over uprighting.	Under 10,000#	1 hr	\$ 75.00	\$ 75.00
	10,001 # to 26,000#	1 hr	\$ 75.00	\$ 75.00
	26,001# and above	1 hr	\$100.00	\$ 100.00

CATEGORY III – REVISED PRICE SHEET

(ADDITIONAL SERVICES OFFERED)

Revised Price Sheet 09/18/07

Category III - Additional Services Offered

List any additional services your firm will offer and associated costs

Add pages if necessary

1.	Description	Cost
1.	Jump Start	\$40.00
2.	Tire Change	\$40.00
3.	Lock Out	\$40.00
4.	1 Gallon Gas Delivery	\$40.00
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		

PRICE SHEET – PG 33

PRICE SHEET

* **State correct jurisdiction to receive sales tax on the Vendor's Bid Offer, form CS-P201 (B) included in this Invitation for Bid document.**

Less prompt payments discount terms of 15 % 45 days/ or Net 30 days. (To apply after receipt and acceptance of an itemized monthly statement.) For bid evaluation purposes, the City cannot utilize pricing discounts based upon payments being made in less than 30 days from receipt of statement.

Ordering and Invoice Instructions

In order to facilitate internal control and accounting, each City Department will order and must be invoiced separately. Monthly invoices must be segregated by City Department number and mailed or delivered directly to the City Customer Department. For most materials, there will be between three - (3) and six - (6) ordering departments. At the time an order is placed, the contractor must obtain the ordering department's cost center numbers for billing purposes. The use of the department's cost center numbers will be in addition to the purchase order number. Once a month, the contractor shall submit a consolidated statement which shall itemize the invoice numbers, invoice date, invoice amounts, and the total amount billed to Accounting. Discount offering will be based upon days from receipt of the consolidated monthly statement. Invoice(s) shall not show previous balances.

Invoices shall include:

1. Listing Of All Delivery/Pickup Receipt Numbers Being Invoiced.
2. Total Cost Per Item.
3. Applicable Tax.
4. Payment Terms.
5. Blanket Purchase Order Number.

Invoices that do not follow the above minimum invoicing requirements will not be paid. Payment must be applied to only invoices referenced on check/payment stub. The City reserves the right to bill contracted vendor for researching invoices that have been paid, but not properly applied by vendor account receivables office.

Statement mailing address: City of Tempe
 Accounting (see below for your contact)
 P.O. Box 5002
 Tempe, Arizona 85280

Accounting Contacts: Ceolla Miller Letters A-C
 Ramona Zapien Letters D-O
 Penny Brophy Letters P-Z

(H:/RFP3-2002)

METHODOLOGY

We routinely meet and/or exceed the response time requirements associated with other local municipality contracts we are privileged to hold. Our existing practice is to place each police requested tow at the top of the priority list to ensure we are delivering timely and efficient service. Our dispatch center is open 24 hours a day/365 days a year to ensure quality service is being delivered. We make every effort to provide exceptional service without jeopardizing the safety of the motoring public.

All City Towing is adept in all areas of performance quality standards. Our organization has encountered numerous variables with regards to municipality requests and we are very confident in our ability to deliver the expected results. Our state-of-the-art equipment, Global Positioning System (GPS) units and computerized dispatching system provides us with the unparalleled ability and experience to deliver the desired results.

All City Towing's business platform has been developed around furnishing exceptional customer service. The financial and human resource commitments we have and continue to make, allows our organization to distinguish ourselves as a leader in the towing industry.

RESPONSE TIMES – FINANCIAL IMPLICATIONS

We are currently averaging a dispatch and arrival time of 21 minutes per call. This data compiled with the information we obtained from the Tempe Police Department website has allowed us to develop the example below. We are able to deliver significant savings to the end user with our ability to maintain these results. This allows the officers to respond to the next call and provides added value to the City and its citizens. The exhibit detailed below is just one example of why we believe All City Towing should be awarded this contract.

Assumptions

Officer New Hire Salary: \$54,010 (per City of Tempe website)
Officer after 2 weeks of Academy: \$56,711 (per City of Tempe website)

- Salary of \$56,711/year = \$1,090.60/week
- \$1,090.60/week = \$27.26/hour (predicated on 40 hours)
- \$27.26/hour = .45/minute

Officer pay --- 2 officers on scene x .45/minute = .90 cents/minute per accident
Arrival time -- 21 minutes versus 30 minute (per RFP) = 9 minutes early

Financial Impact

Savings - 9 minutes/accident x .45/minute with 2 officers on scene = \$8.10 savings/accident

\$8.10 per accident x 450 average tows per month (per Tempe RFP) = \$3,645.00 savings/month

\$3,645.00 x 12 months = \$41,580.00 savings/year

\$41,580/year x 5 years = \$207,900.00 (life of contract savings)

* Above calculations were determined using data obtained from the Tempe Police Department website.

CUSTOMER SERVICE

1. Billing Inquiries:

Basic billing inquiries can be handled through almost any employee or customer service representative answering the telephone at All City Towing. Billing inquiries requiring detailed information are directed to our senior staff and office management. These are handled and typically resolved the same day of the inquiry.

2. Service Inquiries:

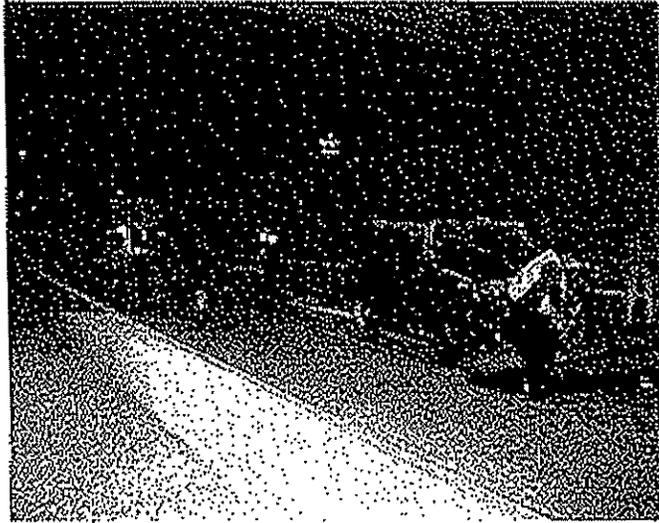
Our entire staff at All City Towing is very adept at service inquiries. We understand that service is our business. Any service item or issue needing attention is taken very seriously and addressed immediately. We will attempt to resolve any service issue the same day; however, some items require research and additional time may be needed to properly address the issue.

3. Complaints:

Our preference is to receive and address any complaints in writing. This ensures a documented account of what we have done or plan to do to resolve the customer's issue.

SAFETY POLICIES

It is mandatory that all drivers performing emergency vehicle recoveries wear the company-provided safety vest. All hazard lights are required to be in operation while working an emergency scene from beginning to completion. Additionally, each truck is equipped with the required clean-up equipment to ensure the scene is free of accident-related debris after the vehicle(s) have been removed.



RECRUITMENT AND TRAINING PROGRAM

Prospective tow truck operators are recruited through current employee referrals as well as newspaper and internet classifieds. All candidates are invited to submit an application for consideration. All qualified applicants are then interviewed by the Transportation Manager and the General Manager. All applicants are required to provide a current 39-month Motor Vehicle Report as well as pass a mandatory drug screening and ADOT physical.

Assuming a successful application/interview process, the applicant then begins three (3) weeks of driver safety training with our senior drivers, who have well over fifty (50) combined years of towing experience. Week one is a "ride along" week with a senior driver - learning accounts as well as policies and procedures. The following two (2) weeks are a driving and safety training ride along with the senior drivers. Once the three (3) week training has been completed, the driver must pass a road and safety test with the Transportation Manager. All drivers are required to attend monthly safety meetings throughout the year.

ANTI-DRUG POLICY

DRUG & ALCOHOL POLICY

ACT Towing LLC, DBA All City Towing has vital interests in ensuring safety, health and efficient working environment for our employees, their co-workers and the general public. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger for everyone. For these reasons, we have established a condition of employment and continued employment with All City Towing for the following substance abuse policy.

Employees are prohibited from reporting to work or working while using illegal or unauthorized drugs. Employees are prohibited from reporting to work or working when the employee uses any drugs, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her duties.

Employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal drugs and alcohol in the workplace including All City Towing paid time, on All City Towing premises, in All City Towing vehicles or while engaged in All City Towing activities. Employees are prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are also prohibited from consuming alcohol during working hours, including meal time and break periods. This does not include the authorized use of alcohol at Company-sponsored functions or activities.

Your employment or continued employment with All City Towing is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any employee who violates this policy who is subject to discharge may be permitted, in lieu of discharge, All City Towing's sole discretion, to participate in and successfully complete an appropriate treatment, counseling, or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws. All City Towing assures that any information concerning an individual's drug or alcohol use will remain confidential.

Consistent with its equal and fair employment policy, All City Towing maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their drug or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. All City Towing will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with All City Towing's policies and applicable federal, state or local laws.

All City Towing further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of Company issued lockers, desks, vehicles or other suspected areas of concealment.

All new hires and current employees are subject to the Company's drug and alcohol testing procedures. Testing shall be done from time to time, on a random basis. "Drug" means any substance considered unlawful under the controlled substance act (21 United States Code Sec 812) or the metabolite of the substance. "Alcohol" means ethanol, isopropanol, or methanol.

An appropriate drug testing company and site will be used to administer this program. Any employee who refuses to be tested when randomly selected may be subject to termination from employment. Any adverse test results may subject the employee to termination. Every employee will have the right to request their respective test results. All test results will remain strictly confidential, with results discussed solely between a designated Company official and the employee.

Within the terms of this policy, the Company may require the collection and testing of samples for any job-related purposes consistent with business necessity including:

1. Investigation of possible individual impairment.
2. Investigation of accidents in the workplace or anytime while on duty.
3. Maintain safety for employees, customers, clients, or public.
4. Maintenance of productivity, quality of products or services or security of property or information.
5. Reasonable suspicion that an employee may be affected by the use of drugs or alcohol and that the use may adversely affect job performance or work environment.

This policy represents management guidelines only and should not be interpreted as a contract of employment.

I have read and been given a copy of this policy, and understand its provisions.

Employee Signature

Date

ADDITIONAL REFERENCES

ADDITIONAL REFERENCES

AMH Equipment Service – Angie Pleasants
Gilbert, AZ
480-844-0603

Berge Ford – Jim Crutcher
Mesa, AZ
480-497-1111

Brown & Evans Distribution – Wayne Brown
Mesa, Arizona
480-962-6111

Brown & Brown Chevrolet – Matt Brown
Mesa, Arizona
480-833-3456

Capital Vans & Equipment -- Johnny Hooper
Phoenix, AZ
602-639-1718

Lenhart's Ace Hardware – Ken Lenhart
Mesa, AZ
480-969-5581

Todd Equipment – Todd Grone
Tempe, Arizona
480-557-8633

Whitton Plumbing – Garron Cadiente
Mesa, AZ
480-892-6159

YMCA – Damen Olson
Mesa, AZ
480-969-8166