



949-2024 ADDENDUM 3

PROVISION OF TOWING, STORAGE AND OPERATIONAL TOWING OF MOTOR VEHICLES

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE BID/PROPOSAL

ISSUED: February 3, 2025
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE BID/PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Add 2024-02-01

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

PART B – BIDDING PROCEDURES

Add: B20.6.1: Further to B20.1 (d) and B20.6, the Operating Plan shall be evaluated with a weighting of 40 points out of a total of 100 possible points as per B10.

Add: B20.6.1.1: The Operating Plan shall be evaluated on the following criteria:

- (a) Prove tow truck availability by listing all current contracts for towing and/or storage of motor vehicles for which the Proponent is required to provide priority of service over this Contract including a description of number of tow trucks committed. **(4 points)**
- (b) Prove tow truck availability by listing all vehicles proposed to be used in the Work solely for this Contract. For each piece of non-owned equipment, attach a copy of a binding contract, or option to purchase or to contract, for the use of the equipment for the duration of the Contract. **(5 points)**
- (c) Provide proof of ownership of equipment or an acceptable form of proof the Proponent has exclusive access to all the required towing equipment essential to the completion of the Work; **(3 points)**
- (d) Provide the address(es) and square footage of each facilities storage yard dedicated solely to this Contract to demonstrate estimated storage levels can be accommodated; **(5 points)**
- (e) Attach evidence of ownership and/or a copy of a binding contract, or option to purchase or to contract, for the use of the facility for the duration of the Contract. **(1 point)**
- (f) Providing a staffing plan the demonstrates ability to increase staff and tow truck levels; an **(5 points)**
- (g) Confirming the number of drivers and tow trucks available for such increases. **(5 points)**
- (h) A summary of the Proponent's experience with and references for similar work including volume **(5 points)**
- (i) A customer service standard relating to both internal and external customers, including responsiveness, accountability, and expectation when interacting with the public **(2 points)**
- (j) Policies relating to progressive discipline for employee violations of either the Proponent's or the City's operational and customer service standards. **(2 points)**
- (k) The Proponents policies/process/procedure relating to at fault damage to vehicles towed **(2 point)**.
- (l) A spill response and safety plan proving preparedness in the event of an incident **(1 points)**.