

Evaluation Scores - RFP Wrecker and Impound Services
City of Allen Solicitation #2018-1-28

EVALUATION CRITERIA			
BIG BASS TOWING (MARTIN SERVICES INC)	Total Possible Points	Total Score	Notes
BACKGROUND AND HISTORY OF COMPANY	120	75	19 YEARS IN BUSINESS, 19 EMPLOYEES, 24/7 HOURS (CALL AFTER HOURS 8AM-4PM IS BUSINESS HOURS) NOT MANNED 24/7, 10 AVAILABLE STAFF
REFERENCES*	120	79	CONTACTED FIVE REFERENCES AND WAS ONLY ABLE TO MAKE CONTACT WITH TWO. COLLIN COUNTY SHERIFFS DEPT. SAID THEY HAVE NOT HAD ANY COMPLAINTS PER THE DISPATCH OFFICE, LEFT A MESSAGE FOR THE CAPTAIN FOR ADDITIONAL DETAILS AND DID NOT HEAR BACK, CITY OF GARLAND SAID THEY HAD GREAT SERVICE BUT WERE NOT UNDER THE CURRENT CONTRACT ONLY BECUASE THEY WERE NOT LOW BID ON THE LAST SOLICITATION, HAD DONE BUSINESS WITH THEM FOR 10 YEARS.
CAPACITY TO MEET THE NEEDS OF THE CITY OF ALLEN	160	115	7 ROLL DOWN UNITS, 2 AUTO LOADERS, 4 HEAVY DUTY (13 TOTAL), 2 TRACTOR TRAILERS, 2 FORKLIFTS AVAILABLE. COMERAS ON SITE, VERY SMALL LOT, SMALL WAITING AREA, POORLY LIT INTERIOR AREAS, GRAVEL LOT, EMPLOYEE WAS FRIENDLY, HAVE NOT USED THIS COMPANY YET, COMPLAINTS PROCESS W/STATE, MUST WALK THROUGH LOT TO ENTER THE OFFICE, OPEN TO THE PUBLIC IT DID NOT MAKE THE AREA APPEAR 'SECURE' LIMITED PARKING HAD TO PARK NEXT TO THE STREET OUTSIDE, VERY DUSTY, NOT ADA COMPLIANT, 8.7 MILES FROM ALLEN PD
TOTAL	400	269	
JORDAN TOWING INC	Total Possible Points	Total Score	Notes
BACKGROUND AND HISTORY OF COMPANY	120	102	22 YEARS IN BUINSESS, 36 EMPLOYEES, 24/7 HOURS, AVAILABLE STAFF IS 2 DISPATCH AND 10 DRIVERS
REFERENCES*	120	70	ATTEMPTED TO CONTACT 6 REFEERENCES, ONLY WAS ABLE TO MAKE CONTACT WITH 2, REFERENCES DID NOT RETURN CALL. PURCHASING OFFICE AT PLANO SAID THEY RENEWED ANOTHER YEAR, DID A GOOD JOB. NTTA HAS THEM FOR A SECTION OF THEIR ROADS.
CAPACITY TO MEET THE NEEDS OF THE CITY OF ALLEN	160	143	17 TOTAL TRUCKS (3 HEAVY DUTY, 11 STANDARD, 3 CONVENTIONAL), 3.5 ACRES CONCRETE LOT, NOT A LARGE SPACE FOR CMV, LOT WAS FULL, SMALL FRONT ENTRY, CROWDED OFFICE, WELL LIT, SHOP BAY DOORS CREATE PUBLIC ACCESS TO THE SECURE AREA, SPECIAL POLICE BAY, LIMITED PARKING ON PROPERTY HAD TO PARK AT ADJACENT BUSINESS WHEN VISITING, MULTIPLE CAMERAS, LOCATION 11 MILES PER GOOGLE MAPS FROM ALLEN PD.
TOTAL	400	315	
SIGNATURE TOWING INC	Total Possible Points	Total Score	Notes
BACKGROUND AND HISTORY OF COMPANY	120	120	17 YEARS IN BUSINESS, 45 EMPLOYEES AT THE PLANO LOCATION, 24/7 HOURS, AVAILABLE STAFF 45
REFERENCES*	120	118	MADE CONTACT WITH ALL 3 REFERENCES CONTACTED, NO NEED TO CONTACT ADDITIONAL BECAUSE THE FIRST THREE WERE AVAILABLE AND PROVIDED A GOOD REFERENCE. UNIVERITY OF TEXAS AT DALLAS SAYS THE SERVICE MEETS THEIR NEEDS, NO ISSUES. CITY OF RICHARDSON DETECTIVE SAID THEY ARE RESPONSIVE AND THEY BEND OVER BACKWARD TO ACCOMODATE THEIR WORK ON INVESTIGATIONS ON SITE. COLLIN COLLEGE SAID THE CONTRACT IS WORKING FOR THEM, THEY USE THE CITY OF ALLEN'S CONTRACT AND ARE PROVIDING GREAT SERVICE, NO COMPLAINTS AFTER GETTING THINGS WORKINGLY PROPERLY IN THE BEGINNING YEARS AGO.
CAPACITY TO MEET THE NEEDS OF THE CITY OF ALLEN	160	160	19 TOTAL TOW TRUCKS, SEPARATE PARTITION OFFICE, PUBLIC GREETER, BUNK HOUSE FOR EMPLOYEES, ORGANIZED LOT, EMPLOYEE INCENTIVE, GREAT CUSTOMER SERVICE, FRIENDLY STAFF, EXPERT WITNESS FOR COURTROOM TESTIMONY, PAID VACATION AND INSURANCE FOR EMPLOYEES, CERTIFIED TRAINER, 7.2 MILES FROM THE CITY OF ALLEN PD DEPT., SUPPORT FROM NAT'L COMPANY, DEMONSTRATED ABILITY YEAR AFTER YEAR, EMPLOYEE RETENTION PRIORITY, EXPEREINCED EXCELLENT CUSTOMER SERVICE UNDER THE CURRENT CONTRACT, ALL EQUIPMENT IN GOOD CONDITION, COMPLAINT PROCESS, CERTIFIED FOR INCIDENT MANAGEMENT, SECURE STORAGE, WELL LIT, MULTIPLE CAMERAS, LARGE DISPATCH AREA AND CUSTOMER SERVICE AREA, PUBLIC RESTROOM
TOTAL	400	398	

*REFERENCES WERE CONTACTED BY THE PURCHASING DEPARTMENT AND THE REFERENCE CRITERIA HAS BEEN SCORED BY THE PURCHASING DEPARTMENT