



Georgia's  
Traffic Incident Management Enhancement Task Force  
(TIME)

## Request for Proposals Number #IM-001: Heavy Duty Towing and Recovery Training



Released: July 20, 2007  
Proposals Due: August 10, 2007, 1:00 p.m. EST

Procurement Contact:  
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# 1. Introduction

## 1.1. Purpose of Procurement

The purpose of this procurement is to solicit proposals from interested companies to provide heavy duty towing and recovery training courses to both operator and supervisor level participants of Georgia’s Towing and Incentive Program (TRIP) as well as members of the Traffic Incident Management Enhancement (TIME) Task Force. The training requirements will support Georgia’s Open Road Policy to quickly clear incidents within 90 minutes.

## 1.2. Schedule of Events

This Request for Proposals will be governed by the following schedule:

Date	Item
July 20, 2007	Release of RFP
July 27, 2007	Deadline for written questions (email or fax)
Aug 1, 2007	Answers to written questions posted on the TIME taskforce website ( <a href="http://www.timetaskforce.com">www.timetaskforce.com</a> )
August 10, 2007	Proposals due
August 20, 2007	Estimated Award Date
September 3, 2007	Estimated Date Work Begins

## 1.3. Questions Regarding the Procurement

All questions concerning this RFP must be submitted in writing (fax or email may be used) by July 27, 2007 to the Issuing Officer:

Christine Macaulay  
 TIME Task Force, Secretary  
 1800 Century Blvd.  
 Suite 1450  
 Atlanta, GA 30345  
 Email: [c.macaulay@delcan.com](mailto:c.macaulay@delcan.com)  
 Fax: (404) 320-1099

Only questions received via email, fax or mail will be accepted – questions made verbally or other are not permitted. No response other than those given in a written addendum to this RFP will be binding upon TIME.

Questions must include the company name and the referenced RFP section. All questions about this RFP must be submitted in the following format:

**Questions – RFP #IM-001 – Heavy Duty Towing and Recovery Training**

**Company Name:**

**Contact Email / Fax:**

**Date:**

1. Question Text

(Citation of relevant section and page number of the RFP)

2. Question Text

(Citation of relevant section and page number of the RFP)

Answers to Offeror questions will be posted as an addendum at <http://www.timetaskforce.com> on August 1, 2007.

#### **1.4. Definition of Terms**

**Agency** – office, agency, department, board, bureau, commission, institution, authority, or other entity of the State of Georgia

**DOAS** – Department of Administrative Services

**OCGA** - Official Code of Georgia Annotated (State Statute)

**Offeror** – Respondent/Vendor to this Request for Proposals

**RFP** - Request for Proposals

#### **1.5. Contract Term**

The initial contract term is one (1) year from contract award through June 30, 2008, with four (4) additional 1-year options to renew, totaling a possible five (5) year contract. Renewal periods will be based on the Fiscal Year period beginning July 1 and ending June 30. Renewal will depend upon funding, and Contractor performance. Contract award will be by the issuance of a Notice of Award document. Renewal will be accomplished through the issuance of Notice of Award Amendment.

#### **1.6. Background**

Highway workers, including fire, towing, police and other incident responders, all too often become victims while working alongside busy highways. According to the Georgia Strategic Highway Safety Plan (SHSP), “nearly 40% of law enforcement officers killed

in the line of duty were killed in traffic related incidents of some sort. More than 50% of the congestion in metro Atlanta is caused by non-recurring incidents such as vehicular collisions. The annual average delay per peak road traveler is 70 hours. The cost of that congestion for delay time to motorists is estimated at \$2.3 billion per year in metro Atlanta.” In response to these alarming statistics, the Georgia SHSP has identified Traffic Incident Management as one of its key emphasis areas and points to *Certification and Training for Towing and Recovery Operators* and *Multi-Agency Training for Responders* as opportunities to improve incident management in Georgia.

Responder Safety Training is one of the major initiatives of the TIME task force, as outlined in the 2006 Georgia Incident Management Strategic Vision. TIME was formed in 2002 to address the critical issues of mobility and safety related to incident management in the region. The task force is made up of concerned incident responders from transportation agencies, fire, rescue, police, towing, and emergency medical services following the mission to “develop and sustain a region-wide incident management program to facilitate the safest and fastest clearance of roadway incidents, lessening the impact on emergency responders and the traveling public.” This advanced heavy wrecker and recovery safety training will further TIME’s mission by increasing the number of trained responders in safety and quick clearance.

The Georgia Regional Transportation Authority (GRTA), GDOT, and FHWA, in close coordination with TIME, developed the TRIP program, which pays heavy-duty recovery companies a bonus for clearing commercial vehicle wrecks quickly. TRIP will help to reduce the impact of major traffic incidents in Metro Atlanta, while meeting TIME’s aggressive clearance goal of 90 minutes or less. Only towing companies with fully trained operators with national or industry certification in advanced heavy towing and recovery may participate in TRIP. The proposed training will help towing companies achieve this education requirement, and it will give responders the knowledge necessary to ensure that correct procedures are followed at major incident scenes.

This Procurement is intended to fund the delivery of two (2) courses, Level I- Operator and Level II- Supervisor. Each course will be two (2) days and will include both classroom and hands-on instruction. This training must be in accordance with the Georgia Open Roads Policy, TIME Taskforce certification exam and the Manual on Uniform Traffic Control Devices (MUTCD).

As part of the TRIP program, heavy duty towing and recovery vendors will be required to adhere to certain equipment and performance standards. Below is a brief description of the company requirements for participation in the program. This information is being provided for additional background for Offeror’s use in responding to RFP.

Company Requirements for participation in TRIP Program include:

1. The ultimate equitable owner/owners of all the companies participating must have been in the Heavy Duty Towing and Recovery business for a minimum of three (3) years prior to applying for participation as a TRIP contractor.

2. The company must meet applicable county, city and State of Georgia registration requirements and maintain all required occupational and business licenses.
3. The Company must comply with all rules and requirements and provide evidence of current and valid insurance coverage required by the State of Georgia Public Service Commission and those requirements outlined in the Federal Office of Motor Carrier Safety/ MCS-90 regulations.
4. The Company must maintain proper, current Commercial Drivers License (CDL) records in compliance with the Georgia Department of Motor Vehicles as well as complete the Towing and Recovery training and certification documentation. All required records and files shall be made available for inspection by the Georgia Department of Transportation or their authorized agents upon request.
5. The Company staff members that will be responding to TRIP call-outs **must be proficient in “Traffic Incident Management and Quick Clearance” practices.** The Company’s towing and recovery staff identified in the TRIP application will be required to demonstrate their knowledge and ability to perform the following expedited roadway clearance and incident scene safety procedures:
  - Single lane up-righting of a loaded tractor trailer. (wreckers and the casualty within a 24 foot lateral space)
  - Multiple techniques for the relocation of overturned heavy trucks, including tractor trailers from travel lanes while loaded. (100 feet minimum)
  - Safe work zone setup utilizing, at a minimum, advanced warning signs and an arrow board and traffic cones as outlined in the Manual on Uniform Traffic Control Devices (MUTCD) Chapter 6-I.
  - Containment and mitigation of accidental discharges of motor vehicle fluids (non-cargo)—primarily diesel fuel, including application of traction enhancement material.
  - Clearance of spilled cargo and debris at large crash scenes. (utilizing equipment with a bucket and a broom)

## **2. Technical Proposal**

This section identifies the information that must be submitted in the Technical Proposal. The Offeror must demonstrate their ability to satisfy all Qualification and Technical Requirements as well as detail their plan to perform the required services. The Technical Proposal must be structured in the order outlined in the following sections and labeled with the corresponding titles stated below using the same outline numbers.

### **2.1. Company Background and Experience**

The Offeror should give a brief overview of their company, including information relevant to this RFP (history, unique qualifications, awards, etc.). The Offeror must also include company structure and experience as outlined below.

#### **2.1.1. Company Structure**

The Offeror will include in the proposal the legal form of their business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, the office location that will be the point of contact during the term of any resulting contract, and a chart of the organization's structure, including the reporting relationships, as they relate to this RFP.

#### **2.1.2. Experience**

The Offeror must have at least **five (5)** full consecutive years experience in training and the Towing and Recovery business. In this section, the Offeror should state the number of consecutive years of experience they have in training and Towing and Recovery. The Offeror should have explicit Quick Clearance for Heavy Duty Towing & Recovery knowledge in addition to expertise in hands-on and classroom training in the field, as demonstrated by previous course deliveries covering similar material. Offerors must provide necessary equipment for hands-on instruction and a course location within Metro Atlanta.

The Offeror will provide a table indicating all clients for whom similar services, as detailed in this RFP, have been provided during the past three (3) years. The table must include:

- Client
- Client Contact (Name, Title, Phone Number)
- Dates of Service
- Explanation of Service (Describe the experience and what services were offered, as well as anything unique or of particular relevance to this RFP).



4. Use of on scene lighting (headlights, flood lights, emergency beacons)
- C. Vehicle Inspection
1. Pre-trip walk around\*
  2. Post-trip written vehicle report
  3. Routine maintenance
- D. Equipment Inspection
1. Chain & strap visual inspection for damage & wear\*
  2. Winch maintenance and wire rope/cable inspection\*
  3. Required equipment (First Aid Kit, Reflective Triangles, Vest, Tools, etc.)
- E. Working Load Limit (WLL) – How to determine
1. Safe working limit for chains, straps, hooks and components
  2. Tow truck boom/lift safe load limits
- F. Lift Capacity
1. Tow truck boom/lift safe vertical lift capacity
  2. Calculations for determining safe lift capacity
  3. Static weight of tow truck and equipment
- G. Tow Capacity
1. Tow truck safe towing capacity
  2. Calculations for determining safe towing capacity
  3. Understanding GVW, GVWR and State & Federal laws
- H. Scene Assessment
1. Surveying scene conditions and equipment requirements\*
  2. Determining proper parking position and recovery techniques & rigging\*
  3. Reporting to and working with Unified Command Staff
- I. Introduction to Resistance and why it is important to understand
1. Recognizing resistance types
  2. Calculating rolling & damage resistance for light & heavy vehicles\*
- J. Basic Winching
1. Calculating resistance to be moved
  2. Determining WLL on winch, wire rope/cable & components
  3. Determining the anchor ability of tow truck
  4. Recognizing safe working zone and reporting danger area to bystanders\*
- K. Attachment Points
1. Locating proper locations to attach hooks & rigging for winching\*
  2. Protecting vehicle integrity by proper attachment of rigging
- L. Carrier Transporting

1. Understanding proper use of carrier controls\*
2. Winching techniques for rolling & damaged vehicles
3. Safe & proper loading\*
4. Safe location of others on scene during loading\*
5. Safe & required tie down procedures of vehicle on carrier bed\*
6. Safe & proper operation of wheel lift attachments\*
7. Additional tow lights required by law\*

## 2.2.2. Index of Instruction: Level II - Supervisor

### Georgia's TIME Task Force Training Requirements: Level II – Supervisor

\*Denotes hands-on instruction in addition to classroom

#### A. Advanced Resistance Theory

1. Differentiate four types of resistance  
(rolling, damage, mire, gradient)
2. Recognizing resistance types and variables for each
3. Calculating total resistance (multiple recovery scenarios)
4. Determining anchor points, tow truck and other features
5. Use of multiple lines, snatch blocks and mechanical advantage
6. Illustrate in class and demonstrate actual application of multi-part rigging \*

#### B. Single Lane Up-righting of cars & SUV's\*

1. Method using wrecker/boom truck
2. Method using carrier

#### C. Single Lane Up-righting of Tractor & Trailer/Buses, etc.

1. Proper rigging to maintain control of casualty
2. Use of control vehicle for lowering casualty to ground without damage\*
3. Defined hand signal procedures for supervisor and operators\*
4. Tow truck & equipment WLL and capacity for safe up-righting
5. Quick clearance practices and the Open Road philosophy for towers
6. Outline numerous successful relocation techniques, procedures and options

#### D. Relocating Casualty

1. Moving trucks by lifting, dragging or lift & winch or assisted by end loader
2. Best methods to provide quick clearance and least damage to casualty
3. Resistance & rigging to clear travel lanes under time constraints\*

#### E. End Rolling (tankers, buses, etc.)

1. Proper rigging for complete control of casualty\*
2. Tow truck & equipment WLL and capacity for safe lifting and rolling

F. Vertical Lifting (over barriers, barricades, walls, etc.)

1. Procedures for rigging, multiple truck crash scenarios
2. Lifting techniques, line/boom angle and wrecker stability\*
3. Safety procedures when lifting and re-defined hand signal usage

G. Towing

1. Review proper hook up methods \*
2. Examine proper attachment of forks and rigging
3. Operator safety while underneath casualty
4. Operator safety while working in or near travel lanes
5. Required secondary attachments and a supervisors responsibility\*
6. Required additional lighting for tow
7. Understanding GVW, GVWR for safe tow operation
8. Demonstrate ability by computing safe front axle loading for wreckers on site

### **3. Financial Proposal**

Offerors should itemize course delivery unit costs per level in the Financial Proposal section of response using the Appendix A form. Financial proposals can be bound with the Technical proposal but should be placed in a separate section.

## 4. Proposal Submission and Evaluation

### 4.1. Process for Submitting Proposals

The Offeror must follow all guidelines outlined in the sub-sections below in the packaging and submission of their proposal. The evaluation process will ensure that all guidelines are followed and all requirements are met.

#### 4.1.1. Preparation of Proposal

Each proposal should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. If supplemental materials (i.e. examples of previous courses, brochures, articles) are a necessary part of the technical proposal, the Offeror should reference these materials (if available online), identifying the location of the document(s) and citing the appropriate section and page(s) to be reviewed. They may also include supplemental documents as an appendix to the technical proposal but should still site specific sections / pages to be reviewed.

#### 4.1.2. Packaging Proposal

The Offeror's proposal in response to this RFP must submitted be in a sealed package. Proposals should include all required materials and should include both a technical and financial proposal as separate, distinct sections.

The contents of the overall package will include:

##### 1. Technical Submission

- One (1) original hard copy proposal, marked ORIGINAL, Technical Proposal, addressing all requirements in Section 3.0
- One (1) CD or diskette labeled, "Technical Proposal"

##### 2. Financial Proposal

- One (1) original Financial Proposal (marked "Original"), including the Financial Proposal form (Appendix A)
- One (1) CD or diskette labeled, "Financial Proposal"

The outermost packaging should be labeled as follows:

Name of Company

Phone Number and Point of Contact for Company

RFP # IM - 001

#### 4.1.3. Submitting Proposal

Proposals may be submitted via mail, courier or hand delivery and must arrive at the address below **no later than August 10, 2007, 1:00 P.M.** Eastern Time. **Any proposal received after the due date and time will not be evaluated.** No emailed proposals will be accepted.

TIME Task Force  
 Attn: Christine Macaulay  
 1800 Century Blvd, Ste 1450  
 Atlanta, Georgia 30345  
 Fax: (404) 320-109

## **4.2. Evaluation Process**

The evaluation of proposals received by the due date and time will be conducted in the following phases.

### **4.2.1. Administrative Review**

The proposals will be reviewed by the Issuing Officer for the following administrative requirements:

1. Submitted by deadline
2. Sealed Technical Submission and Financial Proposal, with required accompanying CDs or diskettes
3. All required documents have been submitted

### **4.2.2. Technical Proposal Evaluation**

Proposals that pass the Administrative Review will be reviewed by the Technical Evaluation Team for quality and completeness. Technical proposals will be evaluated and scored in categories and may receive a maximum of 100 points.

The following table outlines the evaluation categories and corresponding point values:

<b>Category</b>	<b>Maximum Point Value</b>
Company Background and Experience	15 pts
Project Understanding	15 pts
Capability	20 pts
Project Personnel *	15 pts
Similar Experience	25 pts
Availability of staff	10 pts

\* Preference given to members of Metro Atlanta TIME Taskforce.

The three (3) highest rated technical proposals will then undergo financial proposal evaluations.

#### **4.2.3. Financial Proposal Evaluation**

Financial proposals will be reviewed on competitive and reasonable unit costs for each training session.

#### **4.2.4. Site Visits and Oral Presentations**

The TIME Taskforce reserves the right to conduct site visits of business locations or to invite Offerors to present their technical solution to the Technical Evaluation Team.

#### **4.2.5. Identification of Successful Offeror**

The Financial Proposal scores will be combined with the Technical Proposal score. The Offeror with the highest combined technical and financial score will be identified as the successful Offeror.

## **5. Terms and Conditions**

### **5.1. RFP Amendments**

The TIME Taskforce reserves the right to amend this RFP prior to the proposal due date. All amendments and additional information will be posted to the TIME Taskforce website, located at: <http://www.timetaskforce.com>. Offerors are encouraged to check this website frequently.

### **5.2. Proposal Withdrawal**

A submitted proposal may be withdrawn prior to the due date by a written request to the Issuing Officer. A request to withdraw a proposal must be signed by an authorized individual.

### **5.3. Rejection of Proposals / Cancellation of RFP**

The TIME Taskforce reserves the right to reject proposals **that do not contain all elements and information requested in this document**. The TIME Taskforce also reserves the right to cancel this RFP at any time. The TIME Taskforce will not be liable for any cost/losses incurred by the Offerors throughout this process.

### **5.4. Cost of Preparing Proposals**

The cost for developing the proposal is the sole responsibility of the Offeror. The TIME Taskforce will not provide reimbursement for such costs.

### **5.5. Sample Contract**

Prior to award, the apparent winning Offeror will be required to enter into discussions with the TIME Taskforce to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within one (1) week of notification. Failure to resolve contractual differences will lead to rejection of the Offeror's proposal.

The TIME Taskforce reserves the right to modify the Contract to be consistent with the successful offer and to negotiate with the successful Offeror other modifications, provided that no such modifications affect the evaluation criteria set forth herein, or give the successful Offeror a competitive advantage.

### **5.6. Reciprocal Preference Law OCGA 50-5-60(b)**

For the purposes of evaluation only, Offerors resident in the State of Georgia will be granted the same preference over Offerors resident in another State in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other State to Offerors resident therein over Offerors resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a

resident Offeror is one who maintains a place of business with at least one employee inside the State of Georgia. A post office box address will not satisfy this requirement.

### **5.7. Compliance with Laws**

The Contractor will comply with all State and Federal laws, rules, and regulations.

### **5.8. Termination Clause**

The TIME Task Force reserves the right to terminate the contract immediately at anytime, if the terms and conditions of the contract are not met.

## Appendix A – Financial Proposal Form

Company Name

Contact Information

Name:
Address:
Phone:
Email:

### Level I Operator Course:

Minimum number of Students \_\_\_\_\_

Maximum number of Students \_\_\_\_\_

Course Delivery Cost: \_\_\_\_\_

### Level II Supervisor Course:

Minimum number of Students: \_\_\_\_\_

Maximum number of Students: \_\_\_\_\_

Course Delivery Cost: \_\_\_\_\_