

**State of West Virginia**  
Department of Administration, Purchasing Division

**Operation of Statewide Courtesy Patrol Program**  
**RFQ: 6614C033**  
May 14, 2014

[www.incidentclear.com](http://www.incidentclear.com)

05/14/14 08:31:05AM  
West Virginia Purchasing Division

## OPERATION OF STATEWIDE COURTESY PATROL

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## Commitment to Incident Management

According to the US Department of Transportation and the Federal Highway Administration, highway incidents cause 25 percent of the total congestion on roads and every minute that an Interstate lane remains blocked during peak congestion translates into significant delays. One blocked lane out of three will reduce traffic flow by 50 percent and; two blocked lanes will reduce it by 80 percent.

Traffic related congestion places a tremendous burden on the economy while wasting precious natural resources. More importantly, congestion poses a serious safety hazard for motorist and first responders. In fact, Jeffrey Lindley of the US Department of Transportation stated the following in 2008:

“Incident-related congestion not only affects the economy, wastes fuel, and contributes to excess amounts of green-house gases, but also puts motorists and those that respond to the incident at risk of injury or death.”

One way to limit pollution, energize the economy, and increase the safety of first responders and motorists is to implement an efficient and effective Freeway Service Patrol (FSP) program. At IncidentClear, we view an effective FSP program as quick responses to accidents / incidents, traffic control for scene stabilization, initial maintenance response to incidents (such as debris removal and spill cleanup), and constant communication with absolute transparency with District Traffic Management Centers (TMC) and police departments. IncidentClear’s team has a proven track record of implementing such programs.

West Virginia has already implemented a FSP program designed to accomplish these objectives. IncidentClear, as a proposed partner of West Virginia, desires to put its proven management record of guaranteeing service levels while ensuring safety with innovative technology to use for its constituents.

## History of Excellence Serving Governmental Agencies

IncidentClear’s owners have managed the Massachusetts’ Freeway Service Patrol called the CaresVan Program through multiple contract renewals. The Massachusetts’ CaresVan Program provides Cost Free Assistance to disabled motorist and incident management assistance to ensure proper traffic flow, similar to this program. The Massachusetts Freeway Service Patrol program is managed by the Massachusetts Department of Transportation which oversees an Intelligent Transportation System (ITS).

While managing this program, IncidentClear’s owners sought to hire any individual who possess motivation, a desire to serve, and those who were receiving public aid or assistance. IncidentClear is an equal opportunity employer and does not discriminate on the basis on the basis of race, sex, creed, religion, color, or national origin. Additionally, IncidentClear seeks to hire, train and equip those who have fallen on tough times. We have and will continue to seek out individuals on public aid or assistance because we believe everyone benefits from a productive workforce and small unemployment.

IncidentClear’s owners have been pioneers in the incident management profession. They have optimized, developed and managed government towing and incident programs from Nevada to Massachusetts. The following are just excerpts of projects they have led:

City	Service Provided
State of Massachusetts	Incident Management & Service Patrol
State of Nevada	Incident Management & Service Patrol
Nashville, TN	Incident Management & Towing
Plano, TX	Incident Management & Towing
Somerville, MA	Incident Management & Towing
Las Vegas, NV	Incident Management & Towing
San Antonio, TX	Impound Management
Medford, MA	Incident Management & Towing
Dallas County	Incident Management & Service Patrol
Dallas, TX (County & City)	Incident Management & Towing

IncidentClear’s owners possess a breadth of experiences. Attached below is a letter of recommendation, we received from the Program Manager of the Freeway Service Patrol Program for the state of Massachusetts:



April 30, 2014

To whom it may concern:

I am writing to recommend George Bergeron and his current company, IncidentClear. I have had the pleasure of working directly with George during his tenure as a SVP of Operations at United Road Towing, Inc. (2006 – 2013) and prior as an owner of Export Enterprises of MA (1997 – 2006). In 1997, George’s firm began operating and managing a fleet of vehicles for the Highway Assistance Program (HAP), for the State of Massachusetts. The vehicles known as the “CaresVans” consisted of the following details:

- 22 routes
- 6 contract areas
- 26 patrol vans including spares

George has also provided incident management services to MassDOT in regards to the monitoring and clearance of specified HOV lanes in specified urban areas as well as operation of the HOV barrier machine near Boston.

George’s management abilities and understanding of the incident management discipline separate him from others in this field. With his abilities, adaptability, and dedication, George will meet or exceed the service levels defined.

If you have any questions, please feel free to contact me.

Carol A Cox  
 Program Coordinator  
 Massachusetts Department of Transportation  
 Highway Division  
 857-368-9037  
[www.carol.cox@state.ma.us](mailto:www.carol.cox@state.ma.us)

IncidentClear’s partners provide a robust experience of optimizing, developing and managing government towing and incident programs from Los Angeles to State of Massachusetts. IncidentClear’s partners have implemented multiple incident management dispatch centers and public-private partnerships with a history of success. The following is just an excerpt of their successes:

Partner	Role	Project
George Bergeron	Owner/Export Enterprises of MA	Massachusetts DOT state-wide freeway service program
George Bergeron	Project Lead/United Road Towing	Massachusetts DOT state-wide freeway service program
George Bergeron	Project Lead/United Road Towing	NDOT award and initial implementation (left United Road Towing prior to go-live)
Ryan Davids	Project Lead/United Road Towing	City of Nashville Impound Yard Public-Private Partnership
Ryan Davids	Project Lead/United Road Towing	City of San Antonio Impound Yard Privatization
Ryan Davids	Project Lead/United Road Towing	City of San Antonio Abandoned Vehicle Auction Public-Private Partnership
Ryan Davids	Project Lead/United Road Towing	NDOT award and initial implementation (left United Road Towing prior to go-live)

With our experiences, we desire to perform a seamless transition for the state of West Virginia. The IncidentClear team has performed many large scale implementations. Feel free to contact our references for further review:

**Massachusetts DOT – Highway Division (MassHighway):**

**Contact:** Program Coordinator Carol Cox  
**Phone:** (857) 368-9037  
[carol.cox@state.ma.us](mailto:carol.cox@state.ma.us)



**Nashville Metropolitan Police Department:**

**Contact:** Chief W. Todd Henry  
**Phone:** (615) 862-7731  
[w.todd.henry@nashville.gov](mailto:w.todd.henry@nashville.gov)



**San Antonio Police Department:**

**Contact:** Chief Geraldine Garcia  
**Phone:** (210) 207-7360  
[Geraldine.Garcia@sanantonio.gov](mailto:Geraldine.Garcia@sanantonio.gov)

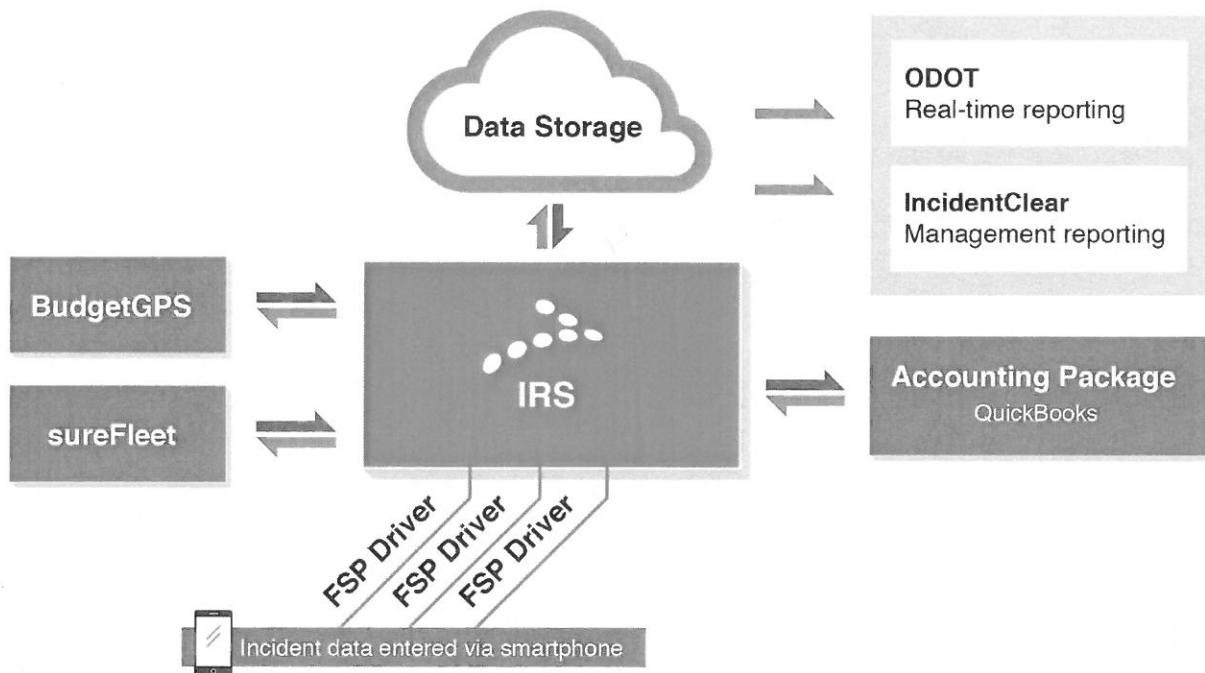


### Ensuring Rapid Response via Innovative Dispatch Processes

IncidentClear offers a state-of-the-art technology environment to ensure operating efficiency, accurate reporting and complete transparency to our partners. IncidentClear has blended a variety of technologies to create a single point of access for our management team and the Department to get the necessary performance data to monitor the success of the program.

At the center of our technology environment is our proprietary, web-based Incident Reporting System (IRS). IRS collects performance data from various sources, including on-board GPS units and patrol drivers equipped with smartphones, and provides detailed reporting on the events of each patrol. The generated reports can be queried to view program statistics useful to monitor the performance of each driver and the overall effectiveness of the program. Below is a graphical representation of our technology environment:

### IncidentClear Proprietary IRS System



As mentioned above, IRS collects and reports on a variety of data points related to program efficiency and effectiveness. These points include such items as:

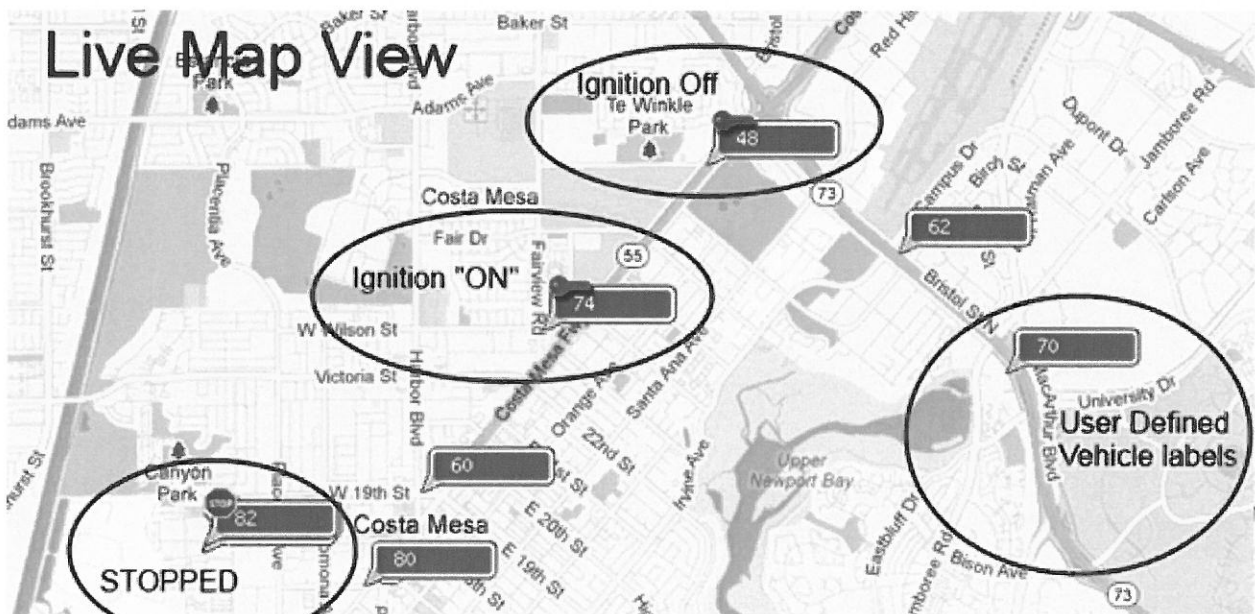
- General driver information
- Time clock function – Patrol start/end times
- Assigned routes
- Patrol dates
- Patrol vehicle number
- Mileage reporting

- Incident reporting
  - Time/Date of incident
  - Location
  - Route number
  - Type of incident
  - Manner of resolution
  - Duration of incident – Arrival/Departure times
  - Type of vehicle assisted including make/model/color/license number
  - Detection method
  - Response Card identification number
  - Additional comments

IRS provides the opportunity for the Department to gain a transparent view into the daily, monthly and yearly performance and details of the program.

In addition, IncidentClear uses data collected in IRS to administer the accounting platform. IncidentClear utilizes Quickbooks Online to perform Accounts Payable, Accounts Receivable, Payroll, and Financial Reporting functions. The data taken from IRS for use in accounting is also available to the Department via IRS reporting.

To supplement IRS and provide logistical redundancy, IncidentClear affixes on-board GPS units in each patrol vehicle. The units offer a real-time view of the vehicles currently patrolling the routes and provide details on each vehicle's movement and history. The movement and details of each unit can be viewed remotely via a web-based mapping system. The web-based system is updated every 20 seconds and utilizes Google Maps to clearly mark street names, exit numbers, and various landmarks.



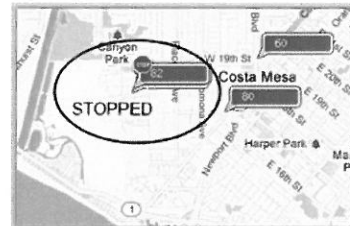
Specifically, the GPS units provide the following information:

- Vehicle location
- Vehicle number
- Travel direction
- Speed
- Start/Stop/Idle status
- Current coordinates
- History
- Traffic information (provided by Google)

With the information listed above the units provide the following capabilities:

- GeoFence patrol routes with SMS notification if a truck is outside of a specified area
- Speeding alerts and reports
- Ignition reports
- Idle reports
- Mileage reports
- Stop reports (See graphic)
- SMS alerts
- Email alerts

Stops Report					
05/07/2013 to 05/07/2013					
Name	Phone	Start	End	Elapsed Time	
TRK 1	(473) 100-7865	05/07/2013 16:51	05/07/2013 17:50	58 minutes	Show Me
TRK 1	(473) 100-7865	05/07/2013 17:58	05/07/2013 18:09	10 minutes	Show Me
TRK 1	(473) 100-7865	05/07/2013 18:38	05/07/2013 20:55	2 hours and 16 minutes	Show Me



In addition to knowing the location of each vehicle, IncidentClear also monitors the condition of each vehicle. We know that when our vehicles are on patrol, we represent the Department and the State of West Virginia. This is why we are dedicated to keeping our vehicles in top running condition with ongoing preventative maintenance. To achieve this, IncidentClear uses a leading fleet maintenance software called sureFleet. SureFleet streamlines the process of fleet maintenance to avoid downtime and increase productivity. With sureFleet, IncidentClear has the following capabilities:

- Track equipment
- Track vehicles
- Track work orders and history
- Report on mechanical work performed on each vehicle
- Report on vehicle performance including MPG, cost per mile and predictive maintenance
- Daily reports
- Trip inspections



VEHICLE	NUMBER	MAKE	MODEL	TYPE	STATUS	ACTION
3456 <small>NEW</small>					In Service	<a href="#">EDIT</a>
<a href="#">Car Carrier</a>	1135	Jerr-Dan	Super	Tractor	In Service	<a href="#">EDIT</a>
<a href="#">BIG WRECKER</a>	1436	Jerr-Dan	Heavy	Eighteen Wheeler	In Service	<a href="#">EDIT</a>
<a href="#">Small Tow Truck</a>	1693	Jerr-Dan	123456	Tow Truck Integrated	In Service	<a href="#">EDIT</a>
<a href="#">Short Bed Trailer</a>	1963	Trailer	Trailer	Trailer	In Service	<a href="#">EDIT</a>
<a href="#">Moe's Truck</a>	2496	Dodge	Ram	Eighteen Wheeler	In Service	<a href="#">EDIT</a>
<a href="#">John's Truck</a>	26983	Dodge	Ram	Tow Truck Axle Cradle	In Service	<a href="#">EDIT</a>
<a href="#">Bob's Truck</a>	4264	Doge	Ram	Box Truck	In Service	<a href="#">EDIT</a>

With these logistical technologies in place, IncidentClear can manage and monitor the performance of the program to ensure an efficient and effective service for the Department and the citizens of West Virginia.

### Establishing and Managing a Dispatch Center

IncidentClear plans to implement a dispatch center with the technology described above. IncidentClear's team has established innovative incident management/emergency response dispatch centers across the country for the following agencies:

- Medford, MA Law Enforcement
- Somerville, MA Law Enforcement
- Nashville Law Enforcement
- San Antonio Law Enforcement (Impound & Auction Management Center)
- Massachusetts DOT and State Police
- Multiple agencies in Texas

**Staffing** – IncidentClear plans to establish, staff, and manage a local dispatch center 16 hours a day, 365 days a year. IncidentClear will seek out individuals receiving public aid or assistance to staff the facility.

**Dispatch Communications** – IncidentClear plans to implement its technology solution described above. The solutions will communicate with DOH Traffic Management Center, statewide law enforcement, and 911 Emergency Centers. IncidentClear plans to create, publish, and maintain a statewide toll-free telephone number which will be answered during all operating shifts.

**Training Program** – At IncidentClear, we believe we are only as successfully as our people and in order to have successful people you must invest in them. This is why IncidentClear has developed a detailed training regime to ensure.

## PRICING PAGE

West Virginia Division of Highways Request For Quotation RFQ Number: 6614C033  
Statewide Courtesy Patrol Program

	<u>Monthly Cost</u>	<u>Number of Months</u>	<u>Annual Cost</u>
<b>Program Operation:</b>	\$ 382,300.00	12	\$ 4,587,600.00

**Vendor's Statewide  
Hourly Rate:**

\$ 785.55

NOTE: Vendor's Monthly Cost multiplied by 12 equals Annual Cost.

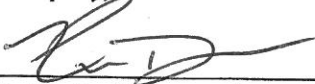
NOTE: Vendor's Hourly Cost is Annual Cost divided by 5,840 hours (16 hrs. per day x's 365).

NOTE: Vendor's quote must include vehicle fleet lease payment of \$7,603.20 per year of operation.

**CERTIFICATION AND SIGNATURE PAGE**

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

IncidentClear, LLC  
(Company)

  
(Authorized Signature)

Ryan Davids, Partner  
(Representative Name, Title)

(219) 895-6563      (219) 476-3998  
(Phone Number)                      (Fax Number)

5/13/2014  
(Date)

7

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: 6614C033**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.


**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Incident Clear, LLC  
Company

  
Authorized Signature

5/2/2014  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.  
 Revised 6/8/2012

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Incident Clear, LLC  
 Company

  
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5/13/2014  
 Date