

WILLIAMSON COUNTY BID FORM
CONTRACT TOWING SERVICE FOR WILLIAMSON COUNTY
BID NUMBER: 11WCA039 A

NAME OF BIDDER: Customz Wrecker Services

Mailing Address: 16400 Terrace Dr.

City: Austin State: TX. Zip: 78728

Email Address: Customztowing@gmail.com

Telephone: (512) 244-0900 Fax: (512) 244-0902

Mobile Phone: (512) 294-0472 / (512) 589-8252 / (512) 850-1199

AREA BEING BID: SOUTHWEST

"PER HAUL" BID PRICE FOR CLASS B TOWS: \$ 245.00
INCLUDES THE USE OF ANY NEEDED EQUIPMENT AND DISTANCE TRAVELED

AREA BEING BID: NORTHEAST

"PER HAUL" BID PRICE FOR CLASS A TOWS: _____
INCLUDES THE USE OF ANY NEEDED EQUIPMENT AND DISTANCE TRAVELED

"PER HAUL" BID PRICE FOR CLASS B TOWS: _____
INCLUDES THE USE OF ANY NEEDED EQUIPMENT AND DISTANCE TRAVELED

AREA BEING BID: NORTHWEST

"PER HAUL" BID PRICE FOR CLASS B TOWS: _____
INCLUDES THE USE OF ANY NEEDED EQUIPMENT AND DISTANCE TRAVELED

CHECK ONE OF THE FOLLOWING:

- ☒ low item basis. (Will accept award on "any or all" items.)
- ☐ "all or none" basis. (Will accept award of "all" items only. If left blank, low item will apply.)

By signing this form:

- The bidder confirms that he/she has read the entire document and agrees to the terms herein.
- The bidder is acknowledging the Conflict of Interest provision and agrees to follow necessary requirements.

The undersigned, by his/her signature, represents that he/she is authorized to bind the bidder to fully comply with the terms and conditions of the attached Invitation for Bid, Specifications, and Special Provisions for the amount(s) shown on the accompanying bid sheet(s).

Ibrahim Nasser Date of Bid: 11/12/10
Signature of Person Authorized to Sign Bid

Printed Name and Title of Signer: Ibrahim Nasser President/CEO

Attachment A: Conflict of Interest



WILLIAMSON COUNTY CONFLICT OF INTEREST STATEMENT

I hereby acknowledge that I am aware of the Local Government Code of the State of Texas, Section 176.006 regarding conflicts of interest and will abide by all provisions as required by Texas law.

Printed name of person submitting form:

Ibrahim Nasser

Name of Company:

Custom 2 Wrecker Services

Date: 11 / 12, 2010

Signature of person submitting form:

Ibrahim Nasser

NOTARY:

Sworn and subscribed before me by Ibrahim Nasser on this the 12 day of November, 2010.



Alicia E. Hickman
Notary Signature

DO NOT SIGN OR SUBMIT WITHOUT READING ENTIRE DOCUMENT

THE ABOVE BID FORM AND CONFLICT OF INTEREST STATEMENT
MUST BE COMPLETED, SIGNED, AND RETURNED WITH BID

Customz Wrecker Services

- I. Cover letter**
- II. Company Resume**
- III. Williamson County Bid**
- IV. Letters of recommendation**
 - 1. Companies:
 - a) Firestone*
 - b) Drive Time*
 - c) Volkswagen*
- V. Awards and acknowledgements**
- VI. TDLR compliance and cross reference**
- VII. Thank You letter**

DBA, Customz Wrecker Services

16400 Terrace DR. ~ Austin, TX. 78728 ~ 512-244-0900 ~ Customztowing@Gmail.com

November 12, 2010

Williamson County Purchasing Department

301 SE Inner Loop – Suite 106

Georgetown, Texas 78626

Dear Williamson County ~

This letter is to express our interest in bringing Customz wrecker Services' years of expertise in towing and quality assurance to your county. In these troubled times, we know we can add to public safety & accurate response time in the towing industry.

As the enclosed resume indicates, Customz's background includes more than several years of service in the towing industry, with significant experience in:

- Quality control
- Safety regulations
- Adequate response times
- Abiding by all City & state regulations.

In addition to the above skills, Customz can also offer your county:

- Expertise in coordinating with law enforcement, to complete a task safely, and as quickly as possible.
- Reduced absenteeism and occupational injuries.

With higher demand on the towing industry, Customz Wrecker Services' extensive experience can exceed the requirements set by your county.

Should you have any questions, we can be reached at the numbers listed below.

Account Manager ~ Roy Smith (512)294-0472

General Manager ~ Mark Amous (512)850-1199

CEO ~ Ibrahim Nasser (512)589-8252

Sincerely,



DBA, CUSTOMZ WRECKER SERVICES

16400 Terrace Drive

Austin, TX. 78728

(512)244-0900 Office, (512)244-0902 Fax

Objective:

To provide an adequate and professional service for the county of Williamson. To obtain a firm grip and become the leading provider in today's towing industry.

Profile:

Award winning business, several years experience in towing, administration, proper storage of vehicles, preparations, and meeting all state required regulations.

Customz specializes in the towing of vehicles, road-side assistance, and storage services. We have exclusive agreements with Drive Time and Firestone. Rotation with Austin Police Department, Travis County, DPS and Williamson County. Primary accounts with Allstate, Nation Safety, Coach Net and Volkswagon.

Career History:

- Offer a range of variety towing, as well as a safety public service.
- Manage all features of the towing industry, including outstanding customer service, maintaining a strong relationship with service accounts, employing and training.
- Extended company in March of 2008 to comprise roadside assistance motor clubs. Due to the professionalism and outstanding response time, Customz Wrecker Services' profit and consumer satisfaction nearly doubled in one year.
- Cultivated business from 1-employee and yearly gross of USD 50,000 to 7-employees and yearly gross of USD 350,000.
- Was nominated for the Ace Award by BMW.

Vision:

Customz Wrecker Services also holds future plans on expanding. Over the next year, Customz will aggressively work towards these goals.

- Double the clientele/accounts.
- Purchase land in various cities & counties for the sole purpose of assisting the various Police Departments.
- Expand its motor clubs.
- Maintain all yards to a 24/7 schedule.
- Advertise with major companies like The Yellow Pages & set up a professional online site that shows its TDLR information, impounded cars, and a free downloadable application which will contain all the standard TDLR forms needed for release of vehicles.
- Advertise via TV & Radio.
- Grow to a fleet of 10 or more trucks, to better assist the growing demand in the towing industry.
- Customz management team required to attend, and participate in Tow Association meetings, as well as training courses.

Affiliations:

- Texas Towing & Storage Association
- South West Tow Operators
- Better Business Bureau

Education: (Business owner/CEO)

Texas A & M University, College Station, Texas

Master of Science, IE – Operation Research, Optimization – 1984

Texas A & M University, College Station, Texas

Bachelor of Science, EE – Digital Electronic Design - 1982

November 11, 2010

To whom it may concern,

Please accept the following letter of recommendation for Customz Wrecker Services.

Customz Wrecker Service's native intelligence of the towing industry, and safe handling of our customer's vehicles is among the best we have ever seen here at Firestone. They have the drive and energy necessary to see complex projects through to completion. Customz Wrecker Services is both a team player and a dynamic leader, a professional company who wins the respect of others through it's integrity and unwavering desire to bring out the best in it's team. Customz Wrecker Service's dedication to quality customer service is bar none.

Here at Firestone, we highly recommend Customz Wrecker Service for any and every position involved in the towing industry.

Please do not hesitate to contact me if you need more information regarding this recommendation.

Sincerely:



BFS RETAIL & COMMERCIAL OPERATIONS, LLC
43E2 - 019917
2500 W. PARMER LN #170
AUSTIN, TEXAS 78727



November 11, 2010

To whom it may concern,

It is with great pleasure that I write this letter of recommendation for Customz Wrecker Service.

Customz Wrecker Service is a highly qualified towing company with experience in managing our account here at DriveTime. In addition to implementing strategic towing, and outstanding communications that effectively support our corporation with an increase in our mechanical output rate, as well as our customer satisfaction rate. Customz Wrecker Service consistently delivers the types of assistance and solutions necessary for us at DriveTime to achieve higher profit margins and wider marketplace potential.

Here at DriveTime we can confidently recommend Customz Wrecker Service for any position in the towing industry.

If I may provide you with any further information in your consideration of Customz Wrecker Service please feel free to contact me.

Sincerely:

A handwritten signature in black ink, appearing to read "Kurt F. [unclear]".

Charles Maund Volkswagen



6900 Burnet Rd.
Austin, Texas 78757
Tel. (512) 458-1111
Fax (512) 420-2132
www.maundvw.com

To Whom It May Concern,

The staff and owners at Customz Towing has serviced Charles Maund VW since April 2008 with an excellent tow record and not one mishap or damaged car, it is a pleasure and a piece of mind to have a group professional people always to Do The Unexpected for our Customers, on there time schedule. I would recommend this Company to any one that that wishes to give the best to the public and Business.

Any Questions or concerns please feel free to contact me Kenneth Prewitt at 1-512-458-8959, Service Manager have the operator page me.

Kenneth F Prewitt

A handwritten signature in cursive script that reads "Kenneth F Prewitt".

Service Manager

Charles Maund Volkswagen

1-512-458-8959

6900 Burnet Road

Austin, Texas 78757



Dear Service Manager,

As has been recently communicated to you, Allstate Roadside Services and Volkswagen have partnered together to deliver your customers a world-class Roadside Assistance program. Effective at 1:00 p.m. EDT on September 30, 2010, Allstate Roadside Services will officially take over as the full-service Roadside Assistance provider for Volkswagen.

As part of the Volkswagen Roadside Assistance program, we will utilize a Preferred Provider dispatch system. The Preferred Provider will receive the first right of refusal on all Volkswagen disablements within your local area. The benefit to your dealership (and ultimately your Volkswagen customers) is a dispatch system that maximizes the overall use of quality Service Providers that are the most familiar with Volkswagen products, Volkswagen customer expectations and the drop-off procedures at your service center.

Allstate Roadside Services has selected a local Preferred Provider with a high performance rating in our provider network. The Volkswagen Preferred Provider assigned to your dealership is: **Custom Z Wrecker Service**.

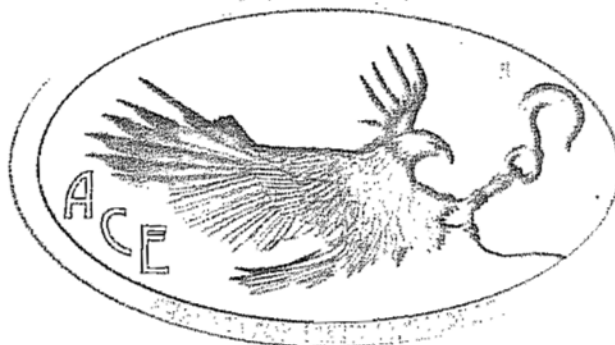
Complete details of how to change or nominate a new Service Provider not currently in the Allstate Roadside Services network will be posted on www.vwclub.com.

Sincerely,

A handwritten signature in cursive script that reads "Rex Dunn".

Rex Dunn
Allstate Roadside Services, Network Leader

AMERICAN TOWMAN



ACE AWARD RECIPIENT 2009 CUSTOMER SERVICE EXCELLENCE

Presented by American Towman Magazine

Sponsoring Motor Clubs:

Asurion, Coach-Net,
Cross Country Automotive Services,
GEICO, and National Automobile Club

CUSTOMS WRECKER SERVICES

Recipient

**American Towman Exposition
November 22, 2009**

A handwritten signature in dark ink, appearing to read 'S. Calitri', positioned above a horizontal line.

**American Towman Magazine
Steve Calitri, President**



Texas Department of Licensing and Regulation

The umbrella licensing agency of the State of Texas

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Company Information

IMPORTANT: A tow company is not authorized to operate any tow trucks unless both its certificate status and automobile liability insurance are active. Please view the Company Information page and Company Insurance Information page to determine the status of the tow company's certificate and insurance. **Exception:** Vehicles Storage Facility operators are not required to file vehicles or automobile liability insurance with TDLR. A Vehicle Storage Facility can be identified by noting the Company Type on the Company Information page.

Company Information:

Name: HAMATTO LLC

DBA: CUSTOMZ WRECKER SERVICE

Owner/Officer: IBRAHIM NASSER / OWNER

Phone: 5124330212

Certificate Information:	Status: Active
Number: 0640182VSF (Active)	Carrier Type: Vehicle Storage Facility
	Address Information
	Mailing:
	3601 W PARMER LANE SUITE 109
	AUSTIN, TX. 78727
	Physical:
	16400 TERRACE DR
	AUSTIN, TX. 78728

View Company Information By:

☐ Activity

☐ Insurance

☐ Vehicle

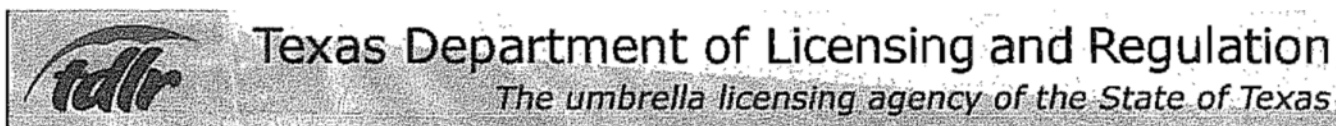
☒ Company Information

No Tow Fee Schedule on file

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Insurance Policy Types:

Abbreviation	Meaning
Form E	Automobile liability insurance
Form E-2	Automobile liability insurance
Form E-2 Vehicle Specific	Automobile liability insurance
Self Insurance	Automobile liability insurance
Form H and I	Cargo insurance (required of household goods carriers and nonconsent tow truck operators)
Form T	Garage Keepers Legal Liability insurance (required of Vehicle Storage Facilities)

For current insurance company address and telephone number information, please contact the Texas Department of Insurance at 1-800-252-3439 or visit their web site at <http://www.tdi.state.tx.us/>.

Insurance Policy Status:

HAMATTO LLC
0640182VSF (Active)

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Insurance Company Name	Policy Number	Policy Type	Received Date	Effective Date	Cancellation Date	Policy Status
TRUCK INSURANCE EXCHANGE	XXXXXX049	Form T	11/17/2009	10/1/2009		Active
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX508	Form T	3/4/2009	3/7/2009	11/1/2009	Inactive
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX271	Form T	3/17/2008	3/17/2008	4/3/2009	Inactive

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Company Information:

Name: HAMATTO, LLC

DBA: CUSTOMZ WRECKER SERVICES

Owner/Officer: IBRAHIM NASSER / PARTNER

Phone: 512-589-8252

Certificate Information:	Status: Active
Number: 006401543C (Active)	Carrier Type: Tow Truck Company - Commercial Carrier
	Address Information
	Mailing:
	3601 W PARMER LN SUITE 109
	AUSTIN, TX. 78727
	Physical:
	16400 TERRACE DRIVE
	AUSTIN, TX. 78728

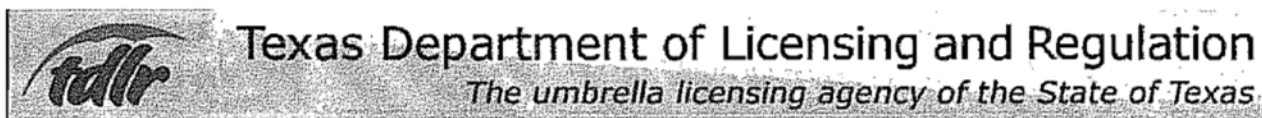
View Company Information By:

☐ Activity ☐ Insurance ☐ Vehicle ☒ Company Information ☐ Nonconsent Tow Fee Schedule

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Form H and I	Cargo insurance (required of household goods carriers and nonconsent tow truck operators)
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For current insurance company address and telephone number information, please contact the Texas Department of Insurance at 1-800-252-3439 or visit their web site at <http://www.tdi.state.tx.us/>.

Insurance Policy Status:

HAMATTO, LLC
006401543C (Active)

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Insurance Company Name	Policy Number	Policy Type	Received Date	Effective Date	Cancellation Date	Policy Status
FARMERS TEXAS COUNTY MUTUAL INSURANCE COMPANY	XXXXXX955	Form E	10/1/2009	10/1/2009		Active
TRUCK INSURANCE EXCHANGE	XXXXXX192	Form H&I	10/1/2009	10/1/2009		Active
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX508	Form E	3/4/2009	3/7/2009	10/1/2009	Inactive
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX508	Form H&I	3/4/2009	3/7/2009	10/1/2009	Inactive
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX271	Form E	3/17/2008	3/17/2008	4/3/2009	Inactive
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX271	Form H&I	3/17/2008	3/17/2008	4/3/2009	Inactive
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX271	Form E	3/7/2008	3/7/2008		Replaced
PRAETORIAN INSURANCE COMPANY	XXXXXXXXXX271	Form H&I	3/7/2008	3/7/2008		Replaced

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☐ Activity
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Williamson County Purchasing Department

301 SE Inner loop – Suite 106

Georgetown, Texas 78626

Dear Williamson County,

It was very enjoyable to receive an invitation about the county bid. The contract as you presented it, seems to be a very good match for our skills and interests here at Customz Wrecker Services. The creative approach to manage your county the way you described confirmed our desire to work with you.

In addition to our enthusiasm, we will bring the position strong ethical skills, assertiveness, and the ability to encourage others to work cooperatively with your county. We understand your need for towing support.

We appreciate the time you took to consider us. We are very interested in working for you and look forward to hearing from you about this position.

Sincerely,

Customz Wrecker Services