

**BID PROPOSAL FORM  
FOR  
CITY DESIGNATED TOWING SERVICES**

TO THE CITY OF MARSHALL, MINNEOSTA

I/We Polyer Motor Service  
(Firm Name)

1. The undersigned bidder hereby proposes and agrees to enter into an agreement with the City of Marshall for the towing and storage/ impoundment of motor vehicles as described in City Ordinance 74-63 for a two (2) year period beginning January 1, 2022 and ending December 31, 2023.
2. Bidder agrees to supply and include all necessary labor, equipment, materials, winching, towing vehicle, flatbed, rollback, etc., to be used in the computation of their proposed "price per vehicle tow charge." The price per vehicle for towing shall reflect towing costs for any type of vehicle, to include, but not limited to autos, vans, SUVs, and pick-up trucks.
3. Bidder agrees to keep impounded vehicles in storage and the City agrees to pay the proposed daily storage rate for up to a maximum period of twenty-one (21) days. Following this time period, if the vehicle has been categorized as abandoned by the Public Safety Department, the bidder agrees to keep the vehicle in storage (at bidders' expense) until they are placed on the State's vehicle auction at no additional cost to the City.
4. The City shall utilize an annual estimate of 75 vehicle tows and a total of 240 days of daily storage (outside rate/day) to compute the lowest, responsible total bid.
5. It is assumed that all bidders responding to this bid request have received and have provided to the City Clerk's Office all of the required information to be eligible for a towing contract with the City of Marshall for 2022 and 2023. The City of Marshall reserves the right to withdraw their award of bid for "City Designated Towing Service" of the bidder is determined to be in non-compliance with the City's towing contract requirements.

**TOWING FEE**

- A. The proposed "price per vehicle tow" to be charged by the bidder for 2022 and 2023 shall be: \$80<sup>00</sup> / vehicle tow.

**STORAGE FEES**

- B. The proposed daily rate for storage of vehicles for 2022 and 2023 shall be:
- Per Day Outside \$25<sup>00</sup>
    - (All storage shall be outside unless requested otherwise by the Public Safety Department)
  - Per Day Inside \$35<sup>00</sup>

The undersigned agrees as follows:

- (1) Within 10 days after the contract is awarded, to execute a contract and deliver it to the City of Marshall.
- (2) That this bid cannot be withdrawn for a period of 30 days after the scheduled time for receipt of bids.
- (3) That the City may accept or reject all bids and waive any informality in the bidding.
- (4) That I have read and agreed to all of the bid requirements prior to submission of my bid.

FIRM NAME: Pulver Motor Service

BY: Josh Schafie

ADDRESS: 2554 County Road 7  
Marshall, MN 56258

DATE: 11-5-21



Pulver Motor Service LLC.  
2554 County Road 7  
Marshall, MN 56258  
Phone: 507-828-5720  
pulversouthwest@gmail.com

Dear Selection Committee,

Our company was founded by Bill Schafer in 1920 as one of the greater Minnesota's first-ever towing and recovery companies. With four offices throughout southern Minnesota, Pulver Motor Service has remained family-owned and family-operated for more than four generations. Our drivers are highly trained and well-versed in the latest towing techniques and technologies. You can count on us to provide the efficient and effective services you deserve. We know that we are the best provider for the Marshall Police Department because of the following:

**A History of Consistent Service**—As mentioned above, Pulver Towing has been around for a century of service in Minnesota. We have not reached this incredible achievement through luck though; we never stop working to innovate and improve on the services we provide to our clients. For us, this has meant constant efforts for needed innovation through Traffic Incident Management as well as established procedures when working with local law enforcement, and many other efforts. We are and will always be ready to serve the City of Marshall and the Marshall Police Department.

**Equipment**—We know that we are the best and most well-equipped towing service provider within the City of Marshall and even throughout greater Minnesota. Our fleet of numerous and varied vehicles have and will continue to allow us to serve the Police Department, no matter what the situation may be.

**Excellent Employees, Ethics, and Service**—Our employees work around the clock to make ourselves available to law enforcement agencies and our customers whenever they may need service. We provide reliable automotive towing and recovery services to law enforcement agencies throughout southern Minnesota and the upper Midwest, 24 hours a day, seven days a week. Pulver Motor Service has provided service for the Marshall police department since 2017, and we know that we have proven that we have the capabilities to handle the demands of the contract for service.

We are excited to continue our relationship with the Marshall Police Department. If you have any questions throughout the decision-making process or at any time, please contact me at 507.828.5720.

Thank you,

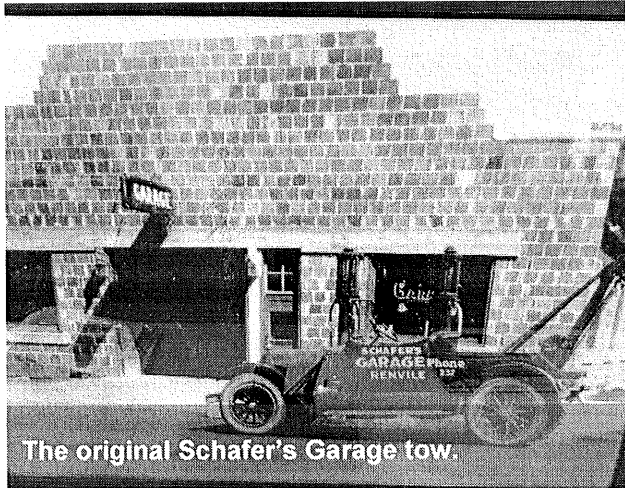


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Josh Schafer NCTO  
Marshall Division Manager  
507.828.5720  
pulversouthwest@gmail.com

## ABOUT PULVER TOWING

Pulver Towing's four generations of towing began in the 1920's in Renville—a small town in western Minnesota. Willard "Bill" Schafer, a machinist and mechanic, built an auto repair shop in their garage. He later added towing to their business and built small tow truck. His phone number was only 3 digits long: 237.



The original Schafer's Garage tow.

In the early 1940's, World War II began, and the nation needed heavy duty equipment to manufacture war supplies. The Federal Government told Bill they needed his machinery and that it would be moved to Hopkins where Minneapolis Moline Manufacturing was located. The company made shells, warheads, Army Jeeps, and tractors. Bill told the Government officials that if his equipment was taken, he was going with it. Bill, his wife Hazel, and two sons moved to Hopkins for the duration of the war.

In 1945, the war ended and within five days 476 employees of the company were sent on leave from Minneapolis Moline. Bill was happy to finally return to his hometown of Renville and resume his garage and towing business. David, the youngest son, went into the Office Supply and Music Business while Dan, the oldest son, followed in his father's footsteps.

In 1956, Dan, his Wife Barb and two daughters lived in Marshall, Minnesota where Dan worked in an Auto body shop. In 1959, the family packed up and moved to Granite Falls. They moved into a small, one-bedroom apartment, upstairs, with no stove. Dan took his last paycheck and rented one stall at the Ford Garage. That was the beginning of Dan's Body Shop and Schafer Towing. Dan and Barb never doubted it would be a success. Within a short time, the one stall was not large enough, so Dan rented a building along Highway 212. Business continued to grow and needed more space, again. In 1970, Dan and Barb built a new shop and added more tow trucks.

In 1962 a son Mark was added to the family. Mark joined his dad in the business at the age of eighteen. He spent many, many hours at the shop and became well acquainted with the tools, trucks and procedures.

In 1986, Dan and Barb sold the Business in Granite Falls and bought Pulver Towing in Rochester, a company which had been in business since 1945. The Pulver name was well known throughout the area so the name was kept rather than changing it to Schafer Towing. The shop was located just off highway 52 in southwest Rochester. Dan, Mark, and two other employees did the towing and the shop work while Barb served as the bookkeeper and dispatcher.

The Business continued to grow so, in 1991, space was rented from Ken Keefe located off of Third Avenue SE. Pulver Towing remained at that location for twenty-five years. In 2004, Barb retired and Dan Semi-Retired while Mark took over the business. Requests for service continued to increase, so space again became an issue.

A new building was erected in 2016 in northwest Rochester to accommodate additional trucks and staff. Opportunities for further expansion led to the purchase of three separate towing companies: Moody's towing of Rochester and Southwest Towing in Marshall, MN.

In-coming calls guarantee a variety of challenges to towing services. Pulver has towed some unique loads; elephants, baby chickens, and even live bullheads to Chicago; disabled ready mix trucks; and overturned garbage haulers. One very interesting service call involved a government tractor/trailer hauling large tubes lined with three inches of gold bound for a nuclear plant. It was guarded by several security vans full of armed men.

Many well-known people have used Pulver Towing Service including Reba McEntire, Wynonna Judd, Willy Nelson, Merle Haggard, Montgomery Gentry, King Hussein of Jordan, Tech n9ne and three U.S. Presidents; G.H. Bush, G.W. bush and Donald J Trump. There was also a time when King Hussein's plane ran off the runway at the Rochester Airport. Pulver's was called to come out and pull it back on the Runway. To make sure no damage was done to the plane, a call was made to Northwest Airlines in Minneapolis and they sent a mechanic to advise on the procedure.



Pulver Towing has added locations in Fulda, Austin, Hanley Falls and Worthington, MN. We continue to grow at a rapid rate in the state of MN. Pulver Towing is one of the largest towing companies in the Midwest and one of the oldest if not the oldest family owned business in towing in the United States. In 2021 the Minnesota Legislature passed a House resolution honoring the Schafer Family on the 100<sup>th</sup> anniversary in the towing business.

The company has been in Tow Times Magazine Multiples times. In November 2018 Josh Schafer, Mark's oldest son, was recognized by American Towman in Baltimore, MD for his family's dedication to the community and the Towing Industry. Josh was inducted into the Order of Towman. In 2019 Josh was appointed to the Federal Highway Administration Senior Executive Transportation and Public Safety Panel. Josh remains on the panel and meets with Legislators from around the United States in Washington DC.

We will continue to exceed the expectations of our customers by following one simple rule treat others as you wish to be treated. Also following the Advice of Dan Schafer, "Always worry about the customer and not the competition".

The Schafer family remains proud of their accomplishments in the vital industry.

## TOWING PROCEDURES

### **Pulver Code Blue Policy and Incident Management Response Activation**

Pulver Dispatch Centers will activate code blue under the direction of division managers.

#### **Code Blue Policy**

Pulver Motor Service will only respond to law enforcement calls when under code blue. Dispatch Centers will inform customers that we are under code blue and only providing assistance to law enforcement agencies. Dispatchers can inform the customer with an estimated time when the code blue will be removed. Dispatchers can get the customer's service request information and contact information and inform them that we will respond to their request when code blue has been deactivated.

#### **Criteria Needed to Active Code Blue**

- Road conditions are deemed impassible or closed by the Minnesota DOT.
- Dispatch is overloaded with request from law enforcements request for service.
- A code blue activation makes all operators and equipment available to respond to law enforcement calls.

Code Blue can be activated in the event of a disaster that is not related to a winter storm. In the event of a disaster the Pulver incident response team will be activated by the division manager and placed on standby to provide assistance to agencies responding to the disaster. The incident response team will set up a direct line of communication with the agencies incident commanders and follow the FEMA national incident management system protocol.

Pulver Motor Service has provided service for agencies numerous times for numerous incidents.

Some incidents we have responded to include:

- Flooding—provided trucks for hauling sandbags.
- Tornadoes—provided trucks to remove debris and vehicles from roadways so emergency responders can get to people in need also lifting trees off houses.
- Roof collapse—provided trucks and blocking to lift roof off victims.
- Fires—provided trucks to remove vehicles from structures and roadway so fire can access the scene.
- Hazardous Chemical Spill —Provided trucks to haul containment boom, provided our incident response trailer with transfer pumps and absorbance. Performed cleanup and soil testing and directly reported to the MPCA. Recovered hazardous chemical overturned vehicles with an engineered recovery plan.
- Fire/EMS—Provided recovery service to lift large vehicles that have overturned on to vehicles trapping victims.
- Law Enforcement—Provided trucks to assist in closing roadways to secure areas. Provided off road recovery unit to assist secure evidence
- Rochester Airport—Provided service to recover 747 jets off the runway.

Pulver Motor Service has been requested to tow vehicles that have been involved in crimes many of times; this has influenced us to create specific policy for it.

## **Pulver Motor Service Crime-Related Towing Policy**

**All Pulver Motor Service operators providing service to law enforcement agencies on vehicles involved in crimes will follow direction of the agency requesting service.** All operators will have proper PPE to perform the requested service and practice bloodborne pathogens and right to know training.

Operators must also know they are providing assistance to the agency and communicate with the agency to assure we do not contaminate the evidence.

**When a vehicle is being transported, we will be sure to be escorted or followed by the agency; the chain of custody must not be broken as the vehicle is evidence and must always be in site of an officer from the requesting agency.**

Pulver Motor Service will never have sole possession of the vehicle we are providing professional assistance to the agency and will work under the direction of the agency.

In less severe crimes where the agency may not transport the vehicle to their location, it may be transported to our storage lot. The vehicle is still evidence and needs to be treated as evidence/ The operator must go directly from the pickup location to the storage lot.

In many auto accidents, the vehicle can be evidence in a crime. The vehicle has data recording devices that may need to be removed when a warrant is obtained. Operators must communicate with the officer to see if there are holds on the vehicle. If the agency requests inside storage or places the vehicle, we will be

sure to check the hold box on dispatching system and mark the glass that the vehicle has a hold on it.

Pulver operators may encounter questions from the media on our services provided to the agency and questions regarding the vehicle involved in the crime. All media questions are to be deferred to the agency that requested our service. We will simply tell the media to contact the agency that requested our services and alert the Pulver media release manager on duty that the media is asking questions. We will not provide media any information related to services with the agency.

## **Pulver Motor Service Law Enforcement Related Towing Policy**

When dispatch receives a call from law enforcement, the call will be marked as a priority or an emergency tow in our system. This will move the call to the top of the list ensuring that the call is handled in a timely manner. If the dispatcher must defer an operator from a low priority call to provide service to law enforcement, the dispatch system will allow the dispatcher to defer the call if it is marked priority. **All calls from law enforcement will be marked as a priority.**

All Pulver Motor Service operators providing service to law enforcement agencies on vehicles to be towed or impounded will follow direction of the agency requesting service. All operators will have proper PPE to provide service.

Operators must know they are providing assistance to the agency and communicate with the agency to assure we are on the

same page with the agency. The agency will have record of the service provide stating where the vehicles was towed to and from. It is important to Pulver that our records reflect the agencies records.

Before the vehicle is transported, we will be sure to secure the vehicle and the contents of the vehicle. If an inventory of the vehicle is done by the agency, we will ask that a copy be provided for our records; this will eliminate false claims of missing property. Pulver in-truck technology provides the operator the capability to take photos of the vehicles and its contents. The photos can then be uploaded into the records and used as proof of inventory in the vehicle. The in-truck technology can also be used to take photos of prior damage on the vehicle. If prior damage is noticed, be sure to inform the officer so it can be noted in the agency's records.

Operators must communicate with the officer to see if there are holds on the vehicle. If the agency requests inside storage or places the vehicle on hold be sure to check the hold box in the system and mark the glass that the vehicle has a hold on it. All vehicles towed in to Pulver storage lots must be marked on the glass with the date and place it was towed from. If the tow was initiated by law enforcement, there will be an ICR# on the tow. This number must be put on the invoice and written on the glass of the vehicle. If the ICR# cannot be obtained from the officer, dispatch can call the agency for the information.

## **Pulver New Technology**

Pulver has installed HAAS ALERT technology in all trucks providing service in Marshall. The technology alerts the motoring public to Slow Down and Move Over when approaching a Pulver truck with the emergency lights activated. The technology allows Pulver dispatchers to GPS track trucks providing services.

Pulver dispatching software has a feature that allows the Pulver dispatcher to send a text message to the cell phone of the caller. The text provides a direct link to the customers location. The location automatically loads into the tablet in the responding truck using google maps. The Pulver operators can find the customer more efficiently with this new technology.

Pulver has access to MN DRIVE LOOKUP. Pulver has used the access to obtain insurance and lienholder information for law enforcement agencies. We have found that the information available to us differs from law enforcement lookup.

Pulver has installed digital radios in all Pulver trucks. Pulver has two operating frequencies that can be accessed by creating a patch to a LY channel. This technology would be available if ever needed.

Pulver has the ability to enter any plate number from any state and get vehicle information and vin numbers. We can also enter vin numbers and get plate numbers. This technology has been used to assist law enforcement obtain info on out of state vehicles.