



SPECIAL TELEPHONIC MEETING MINUTES
Friday, July 17, 2020

Location: E.T. Woolfolk State Office Building
501 North West Street, Room 1302
Jackson, Mississippi

Board Members Present: Jeffery Belk, Chair
Liz Welch, Department of Finance and Administration

Board Members Attending Via Teleconference:

Billy Morehead, Vice-Chair
Norman McLeod
Rita Wray
Leila Malatesta

DFA Staff Members Present: Catoria Martin, Special Assistant Attorney General
Aubrey Leigh Goodwin
Ross Campbell
Brittney Thompson
Alicia Coleman
Liz DeRouen
Chuck McIntosh

DFA Staff Members Attending Via Teleconference:

Saranne Smith

Guests Attending Via Teleconference:

M & J Transport, Inc.
Deshun T. Martin, Attorney
Philip H. Pollack, Owner
Ed Morgan, Corporate Advisor
Mary Wimberley, Comptroller

Mississippi Department of Revenue (MDOR)
David Caldwell, Attorney

Frank Puryear, Director of Administrative Services Office

Douglas Express Delivery (DED)

Joe S. Deaton, III, Attorney
Billy Williams, President and Owner
Chase H. Williams, Chief Executive Officer
Reed Robinson, Chief Operating Officer
Andy Williams, President of Operations

Mississippi Attorney General Office, Civil Litigation Division

Harold Pizzetta, Attorney
Karlee Palomo, Law Clerk

PEER Committee

Matthew Dry

Ms. Goodwin identified all participants, both present and those attending via teleconference.

Email conversations made previous to the meeting regarding presentations were briefed by Ms. Goodwin for the benefit of all in attendance. Issues addressed in those conversations included:

- *Time limited presentations*
- *Presentations limited to the scope and written pleadings*
- *Identification of presenters for each party*
- *No witness examinations or cross-examinations allowed*
- *Allowance of party representatives, in addition to counsel, to make statements regarding their written pleadings*
- *Objections allowed at appropriate times*
- *PPRB Counsel to indicate and identify oral statements made out of scope of the writings or otherwise irrelevant during deliberation of Executive Session*
- *Time to be moderated by Ms. Goodwin*

I. Call to Order

The meeting was called to order by Chair Jeffery Belk.

II. Approval of per diem and expenses for the July 17, 2020 meeting and for any additional expenses incurred prior to the July 23, 2020 meeting

Action: A motion was made by Ms. Malatesta to approve per diem and expenses for the July 17, 2020 meeting and for any additional expenses incurred prior to the July 23, 2020 meeting. The motion was seconded by Mr. McLeod and unanimously approved by all members present.

III. Consideration of Protest

A. Protest; M & J Transport, Inc. v. Mississippi Department of Revenue; Contract for ABC Metro Hauling Services (Contract # 8200050758)

The Protest documents are attached to these Minutes as **Attachment A**.

i. M & J Transport, Inc. (Protestor)

- Ms. Wimberley presented arguments on behalf of the Protestor, M & J Transport.
- Mr. Pollack presented qualifications of and arguments for M & J Transport.

ii. Mississippi Department of Revenue (MDOR)

- Mr. Caldwell presented arguments on behalf of the MDOR.

iii. Douglas Express Delivery (DED)

- Mr. Deaton presented DED's response to the protest.

iv. M & J Transport, Inc. Rebuttal

- Mr. Martin presented the rebuttal for M & J Transport.

Action: A motion was made by Mr. Morehead to close the meeting to consider going into executive session. The motion was seconded by Mr. McLeod and unanimously approved by all members present.

Mr. Belk announced the Board voted to enter into executive session in accordance with Mississippi Code Section 25-41-7(4)(b) for the purpose of strategy session or negotiations with respect to issuance of an appealable order when an open meeting would have a detrimental effect on the litigating position of the PPRB. Everyone except the Board members and DFA staff was excused from the teleconference until the Board concluded its executive session.

IV. Executive Session

While the public was excused from the teleconference, only discussion of the protest was had. The Board reviewed and discussed the protest, as well as the arguments made by the parties.

Motion: A motion was made by Mr. Morehead to deny the protest after finding that M & J Transport failed to prove the Agency violated the Constitution, statutes, rules and regulations, or terms and conditions of the solicitation. The motion was seconded by Ms. Malatesta and unanimously approved by all members present.

Motion: A motion was made by Ms. Malatesta exit the executive session and return to regular session at noon. The motion was seconded by Mr. Morehead and unanimously approved by all members present.

Ms. Goodwin invited the public to rejoin the open teleconference meeting which reconvened at 12:00 noon.

Ms. Goodwin identified all participants rejoining the teleconference at 12:00 noon.

Mr. Belk announced that in executive session the Board voted to deny the protest, and found that M & J Transport failed to prove the Agency violated the Constitution, statutes, rules and regulations; or terms and conditions of the solicitation.

Mr. Belk stated that Counsel for the Board was directed to prepare a written order in conformance therewith.

I. Other Business

There was no further business brought before the Board.

II. Adjournment

Action: A motion was made by Mr. Morehead to adjourn. The motion was seconded by Mr. McLeod and unanimously approved by all members present.

The members approved these Minutes of the Public Procurement Review Board on the 12th of August, 2020.



Jeffery Belk, Chair

8.12.20

Date



STATE OF MISSISSIPPI
GOVERNOR TATE REEVES
DEPARTMENT OF FINANCE AND ADMINISTRATION
LIZ WELCH
INTERIM EXECUTIVE DIRECTOR

NOTICE

A Special Telephonic Meeting of the
PUBLIC PROCUREMENT REVIEW BOARD

will be held Friday, July 17, 2020
9:00 a.m. in the
13th Floor Executive Conference Room
Woolfolk State Office Building

Call-in information will be provided by request made to PPRB@dfa.ms.gov.



SPECIAL TELEPHONIC MEETING AGENDA
Friday, July 17, 2020
9:00 a.m.

I. Call to Order

II. Approval of per diem and expenses for the July 17, 2020 meeting and for any additional expenses incurred prior to the July 23, 2020 meeting

III. Consideration of Protest

A. Protest; M & J Transport, Inc. v. Mississippi Department of Revenue; Contract for ABC Metro Hauling Services (Contract # 8200050758)

Representatives for M & J Transport, Inc.:

- Deshun T. Martin, Attorney
- Philip H. Pollack, Owner
- Ed Morgan, Corporate Advisor
- Mary Wimberley, Comptroller

Representatives for Mississippi Department of Revenue:

- David Caldwell, Attorney
- Frank Puryear, Director of Administrative Services Office

Representatives for Douglas Express Delivery:

- Joe S. Deaton, III, Attorney
- Billy Williams, President and Owner
- Chase H. Williams, Chief Executive Officer
- Reed Robinson, Chief Operating Officer

Representatives for Mississippi Attorney General Office, Civil Litigation Division:

- Harold Pizzetta, Attorney
- Karlee Palomo, Law Clerk

IV. Other Business

V. Adjournment

Attachment A

PROTEST DOCUMENTS

- M&J Transport Protest
- DED Response to Protest
- MDOR Response to Protest



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

March 18th, 2020

PPRB/DFA
501 North West Street
Suite 1301, Woolfolk Building
Jackson, MS 39201

Re: Bid Protest: RFP #3120001910 – Hauling Alcoholic Beverages within the Jackson Metropolitan Area

To whom it may concern:

M & J Transport, Inc. regretfully and respectfully submits this bid protest to the PPRB/DFA in regards to the RFP identified above. We at M & J, to protect our rights, our employees and our customers, believe it is necessary to file this formal protest and allow for a proper review of all circumstances applicable to the evaluation of the proposals. Our reputation is valued as we have participated in numerous associated solicitation opportunities (We have held the contract from 1980 – 2008/2012 – Current). The following clearly outlines the grounds for our protest to the contract award made to Douglas Express Delivery (DED) for RFP #3120001910 on March 10, 2020.

- We at M & J feel that the 20 points awarded to DED in the Technical Factor were awarded incorrectly, specifically the 4 points in the 3rd question (Does the offeror document a record of reliability in shipping and delivering alcoholic beverages in a timely manner?) According to our customers, daily, and many testimonials received from them, this was not the case. They were not reliable, offered poor customer service and had little to no customer communications. They should not have received any points in this section. Please see attached evidence (customer testimonials.)
- The points not issued to M & J Transport under the Project Management Factor, specifically the question: Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities? We were only awarded 7 of the 10 possible points because we did not “Accept” the contract in writing. It clearly states in the RFP (see below examples) the multiple ways the contract was accepted outside of literally stating “We accept the contract.”

Under 6.1 Approach of RFP # 3120001910

“It is understood that all proposals are submitted on the basis of complying with the provisions, term and specifications set out herein...”

Under 6.10 Proposal Evaluation of RFP # 3120001910

“... To be considered responsive to the RFP, each proposal must be complete, contain accurate information and contain the minimum expected components described in the RFP...”

Under 6.18 Exceptions and Deviations of RFP # 3120001910

“Failure to indicate any exception will be interpreted as the proposer’s intent to comply fully with the requirements written.”



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

- DED was awarded the full 10 points regarding the same question (Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities?) when the reviews and testimonials speak otherwise of section 8.2 Carrier Responsibilities. Please see attached customer testimonials, BBB reviews/complaints, Google Reviews, etc...)
- In the next question (Does the offeror have a record of supporting a history of the quality of the hauling services provide?), DED was awarded 7 points when, once again, they do not have a reliable track record for hauling liquor or any other hauling services. It states in the RFP that the DOR would do their due diligence and vet the proposer outside of the information supplied to them. This was not done. Please, again, see reviews and customer testimonials.

Page 14 of the RFP

“DOR may obtain information about the prospective contractor's ability to meet requirements through references not provided by the proposer, or any other means available. DOR Executive Staff reserves the right to make the final determination as to the prospective contractor's ability to meet requirements, including any information the agency may have regarding services provided to the DOR previously and the proposer's responsiveness to issues and concerns.”

- Our customers, their businesses and satisfaction have always been our number one driving force and we feel, since our permittees are the ones that, technically, pay the state to pay us, they should have a decision in the company that delivers their alcoholic beverages. The DOR is nothing more than a collection agency which disperses the funds. Why were the permittees not allowed to have a vote? Since the awarding, we have had an outpour of dissatisfied customers with this decision. They have voiced, and are still voicing, their concerns, via email, to the DOR (specifically Herb Frierson and Meg Bartlett.) Their concerns should have been taken into consideration. Once again, please see attached customer testimonials regarding their experiences with DED.

In closing, M & J Transport would like to thank you for your time but also express the importance of carefully reviewing the awarding of this contract. We fully understand that we were beat in the Cost Factor section, but we cannot emphasize enough the importance of price not being a comparison to experience and quality. Remember cheapest is not always the best! We feel like if the bids were evaluated properly and the points awarded correctly, M & J Transport would have been awarded the contract.

We would also like you to take into consideration the seriousness of the permittees being allowed to have a say in which company their money goes to. They are the ones that pay for it!!

We would also like the opportunity to attend the PPRB meeting once the Protest makes it onto the agenda. We, along with all our permittees, would like the chance to speak on our own behalf.

Thanks kindly,

Philip H. Pollack



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Please note the following attachments of customer testimonials, DED business reviews, etc. Also note, these testimonials are just a minute sample of the ones we have received.



Permit # 042201

1220 E Northside DR #320

Jackson MS 39211

601-366-5676

Subject: M & J Trucking

This letter is written to state that we feel that M & J Trucking does a very good job delivering our orders from the ABC. The management and staff (drivers) are always friendly and courteous. The deliveries are very timely barring any unforeseen events. The drivers are professional and personable and make every effort to accommodate requests as to the unloading of the product.

Unlike with the previous company, M & J communicates with us very well and keeps us informed if there are any problems or time delays with deliveries. We are very pleased with their service. We would hope that they could continue on with a new contract. We know that no other company had done a better job. Please feel to contact us if you have any specific questions.

Bill Casson



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

BRIARWOOD
Wine and Spirits



To whom it may concern,

Briarwood Wine & Spirits has been in operation since 1966 and has remained one of the leading volume off premise permit holders. For the past 15 years of our ownership and the 10 years prior that I worked for a restaurant, M&J Trucking, led by Phil Pollack and his team, have provided an unparalleled level of service. Phil, with his hands on approach managing his business, has made possible many things that enable us to run our business efficiently and with an emphasis on cost effectiveness. Here is a list of the standout areas that make M&J the ONLY choice for future ABC deliveries.

- Complete transparency of communication with Phil, his managers and team
- Immediate response and resolution to any wet breakage or delivery issues (though these are at an all time low)
- Consistent delivery times and a willingness to make early morning deliveries for large orders
- Drivers and equipment that are fully capable of the task

In a nutshell, Phil treats us as a customer. Understanding the level of service that requires is paramount to providing it to all permittees. We need to be able to depend on them for a timely delivery, that's organized in its off load and most importantly, undamaged. They have consistently provided these year after year. Knowing that the contract is up for renewal, we wholeheartedly offer our support for M&J Trucking to continue handling all of our deliveries. The only times that these requirements have not been met were during the period that M&J did not have the contract. During that time breakage was at an all time high, communication with the company was terrible and their delivery times were inconsistent. We understand that the task itself is a bear to keep a handle on. In our experience, there's only been one company that has what it takes to wrestle that bear, and it's M&J Trucking.

Thank you for your time in considering our points and please keep in mind that their value is more than just a dollar amount. Please feel free to contact me directly for any further information or personal references.

Nathan McHardy
Briarwood Wine & Spirits
4949 Old Canton Rd
Jackson MS 39211
601-918-8802

4949 Old Canton Road, Jackson, MS 39211
601-956-5108 • 601-956-5910



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157



January 27, 2020

Mississippi Department of Revenue
500 Clinton Center Drive
Clinton, MS 39056

To whom it may concern:

I am a liquor retailer in business for over 30 years in the city of Madison. It has come to my attention that it is time again for companies to enter bids for the contract of making the actual deliveries to the Jackson metro area. M&J Transport has been the carrier for all my deliveries here except for a brief period from 2008 to 2012 when Douglas Express made those deliveries. In my opinion the period of time that Douglas had the contract, I experienced the poorest performance and non-existent customer service during their tenure.

I know the people I have dealt with that work at M&J, the drivers, the dispatcher, and Phil Pollack (owner) have all striven to provide timely and accurate deliveries along with prompt recompense for damages of product that occurred while in their charge. The drivers and the men that unload have always notified me when things are wet or broken. I appreciate this because I will have 300-400 cases brought in at a time during the peak season and I could easily miss small details like broken bottles or damaged boxes that could cause hazards for myself, my employees and customers. This should show the type of integrity and honesty I feel is a hallmark of their service.

I hope that I will continue to receive this level of earned expertise from M&J. I appreciate the opportunity to voice my support of our delivery company. Please call or write me with questions or comments.

Peter Clark
P.O. 512
Madison, MS
39130-0512
(Wrk) 601-856-0931
(Cell) 601-750-9240



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

WINE & SPIRITS
In The Quarter

1855 LAKELAND DRIVE

JACKSON, MS. 39216

601-366-6644

601-366-5444 FAX

NICK LORD-GENERAL MANAGER

January 22, 2020

Mississippi Department of Revenue
500 Clinton Center Drive
Clinton, MS 39056

To whom it may concern:

In any business, the relationships that you build with others is paramount to a long and successful venture. Our transport company, M&J Transport, Inc., has a proven track record of service to the on and off-premise permittees in our area. Phil and his staff have always worked directly with our store to meet our needs and deliver our products in a professional way. With many years of experience balancing the needs of the ABC with the needs of the package store/restaurant owner, there are very few situations that he cannot anticipate and plan ahead for. Just a few examples are: Works with us to deliver early if possible, takes care of damaged goods in a timely manner, courteous drivers that will put your load in the place of your choosing, sends an extra driver when there is a very large order, clean trucks that do not leak, staff that will answer the phone and take care of your needs right away.

The short time that another company took over this contract, none of the above was true. There is no substitute for experience.

Nick Lord

Phillip A. "Nick" Lord



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Corkscrew

4800 I-55 NORTH JACKSON, MS 39211
601.981.1333

To Whom It May Concern:

This letter is to cast my vote for M & J to keep their contract.

They have done a very good job.

They are easy to reach and have a very good crew.

The last person to have the contract, before M & J got it back, was a disaster.

Best Regards,

Robert Briggs

Corkscrew

4800 I 55 N #328

Jackson, MS. 39211

601-212-3224



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

THE WINE RACK, INC.
4630 HANGING MOSS ROAD
JACKSON, MISS. 39206
601-362-7006
601-942-6435

February 11, 2020

Mississippi Department of Revenue
ABC Division
500 Clinton Center Drive
Clinton, Miss. 39056

TO WHOM IT MAY CONCERN:

Please be advised that I have been at The Wine Rack, Inc. since August 16, 1984.

Phillip Pollack and the staff and drivers that I have had the pleasure of work with over the years has always been courteous, and always had our best interest in mind.

Philip always made sure we had all our breakage that his drivers were responsible for taken care of with in the month. We always get our order at a convenient time of the day and our driver is one of the best.

I was dis-satisfied with other transport company we had for the 4 years as they were never on time, we got our orders after 5 P.M. a lot of times, they always had lots of breakage, and were never on time to pick up mistakes and I was unhappy with that company from day one. If I remember correctly it was DED.

M and J has very good drivers, well maintained trucks, and very seldom do they have missing cases or damaged ones.

Please take into consideration that I am one of many package store owners I talk to regularly that is a hundred percent happy with all their services they provide us with and we hope that you will take into consideration to give them the contract once again.

Thank you,

Martha Windham
The Wine RACK, INC.
PERMIT NUMBER 20951
4630 HANGING MOSS ROAD
JACKSON, MISS. 39206
OFFICE 601-362-7006
FAX 601-362-7006
CELL: 601-942-6435



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157



Better Business Bureau®

[Join/Apply](#) | [BBB ScamTracker](#) | [Business Login](#) | [Madison, MS, USA](#)



Find businesses, charities, category

Near Madison, MS

USA

Search



Brian k H

★ ★ ★ ★ ★

03/08/2020

I would never recommend Douglas delivery to anyone. They were very unprofessional. Showing up over 2 hours after my window (1-5pm) he showed at 7:30.. without even a call to tell me they would be. Which caused me to miss since it was Valentine's Day and I had a dinner planned. Then rescheduled a week later. Which I think was also terrible after the driver arrived so late. Same thing happened second time driver called over 2 hours after window and said "his boss didn't want him out this late." The company said he lied and would be fired. So I had to reschedule again. What should have been delivered to me in less than a week took 3 weeks. I give them ???????????? Douglas delivery=??

**THIS BUSINESS IS NOT
BBB ACCREDITED**

**Years in
Business: 67**

BBB Rating



Customer Reviews are not used in the calculation of BBB Rating

[Reasons for BBB Rating](#)



Marsha D

★ ★ ★ ★ ★

01/07/2020

DO NOT use Douglas Express Delivery (DED). I ordered Maytag appliances from Home Depot and DED is their "free" delivery service. This services isn't even worth "free." I wish I had asked who the delivery company was so that I could have read their reviews. I would have rented a U-haul and paid someone to pick up my appliances and install them for me rather than deal with this company. Never again!



Kimberly T

★ ★ ★ ★ ★

11/20/2019

This business is horrible to say the least . i wouldn't even give then one star but i guess it needed to register. The people at this company are soo unprofessional , no people skills and have no consideration for a person time or schedule. **** ***** should not do business with a company like this.



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Douglas Express Delivery

4225 Industrial Dr. Jackson, MS

[Write a review](#)

1.9 ★★☆☆☆ 57 reviews

Sort by: Most relevant

All appliances 12 call 10 truck 8 washer and dryer 5 +5



Renee Dean

5 reviews

★☆☆☆☆ 2 months ago

I wish I had asked who the delivery company was before I purchased my washer and dryer from Home Depot in Clinton. Home Depot uses contractors and this business is the WORST! I waited all day yesterday as I was given a time slot of 1:00pm - ... [More](#)

1



Jessica Thompson

16 reviews

★★★★☆ 2 months ago

I was really worried when I saw all the bad reviews. However, my delivery was scheduled from 8-12 pm today and they arrived within the window. My appliances were put together, and they turned on the washer and dryer to show me that they worked. I have no complaints.

Like



Latonya McGowan

1 review

★☆☆☆☆ 2 months ago

Waited for a delivery scheduled through Home Depot for January 4th between 8-12. They never showed and never called. Spoke to a representative on January 6th who apologized and rescheduled delivery for January 7th between 8-12. No-show/no call. Representative states that they cant even see the order anymore. Now awaiting a refund!

Like



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Douglas Express Delivery

4225 Industrial Dr, Jackson, MS

[Write a review](#)

1.9 57 reviews

Sort by: Most relevant ▾

All appliances 12 call 10 truck 8 washer and dryer 5 +5



Jamie Meadows

2 reviews

4 months ago -

Horrible experience. Bought a refrigerator from Home Depot and they use Douglas to deliver. Supposed to arrive between 2-6pm last Thursday after giving us a 30 min courtesy call. Never showed and never called. Rescheduled for today (4 days ... [More](#)

1



Kim Tarver

1 review

5 months ago

Terrible experience with this delivery company. Called to say they were 20 minutes away at 5:20 pm when delivery window was 12:00-4:30 and I had told them I had to leave home no later than 5 pm. Then delivery guy was very rude on the phone. ... [More](#)

1



Kim Johnson-Tucker

10 reviews 2 photos

3 months ago

Horrible company with very bad customer service. No people skills. Was given a delivery time and they never showed until 6:35 that night. Home Depot should stop business with this company. Had to give one star for review to post but i would not even give one star. HORRIBLE COMPANY!!!!!!!!!!!!

Like



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Douglas Express Delivery

4225 Industrial Dr, Jackson, MS

[Write a review](#)

1.9 57 reviews

Sort by: Most relevant

[All](#) appliances 12 call 10 truck 8 washer and dryer 5 +5

Like



Amanda Terral

Local Guide · 17 reviews

5 months ago

Horrible scheduling, horrible customer service and rude.

Do not recommend them for anything.

Waited a month, then day when delivery and install was scheduled, come 530pm no ... [More](#)

1



David L. Rexrode

Local Guide · 66 reviews · 3 photos

a month ago

Horrible service refused to install Dishwasher appliance then left with my entire order including Stove Dishwasher and Washer Dryer refused to return to complete Delivery Took my order to Home Depot store where purchased!

Like



Mark kaufman

1 review

4 months ago

0 stars....no delivery window given as promised and terrible customer service . Don't understand why Home Depot allows this company to still be contracted out unless they just don't care either..

1



M & J Transport, Inc.
 712 Ridgewood Road
 Ridgeland, MS 39157



Douglas Express Delivery

- Home
- Photos
- Posts
- About
- Community


Create a Page

 Liked ▾
  Following ▾
  Share ...
[See All](#)

Public Posts at Douglas Express Delivery



John Bowie Lanford ▸ Douglas Express Delivery

October 3, 2019 

Douglas Express Delivery. "Expressly late if delivered at all" is their new slogan.


 Like
  Comment
  Share
  ▾



Write a comment



Aimee Brandon Falcon ▸ Douglas Express Delivery

September 12, 2019 

This company is the epitome of rudeness and incompetence! Stay away from them! I don't even have enough time to begin to tell you the horror story of my experience with this company today! Zero stars!!


 Like
  Comment
  Share
  ▾



Write a comment



Leah Anne Lowrey ▸ Douglas Express Delivery

May 6, 2019 

The worst place, do not waste your time. Home depot needs to find a new place to deliver. They were to be at my home today at 10 a.m. never heard from them till 12 and they said they were on their way. Then they never showed. We called and they said there was a power line and they just couldnt get up the driveway. Which is not true, because, uhaks, ups. fed ex comes daily. They told us to go pick our stuff up at home depot. We spoke with the manager and she was rude and of no help. Its 6 pm and we still have no delivery. Worst place. Do not use them. There has been no call, no effort to fix this. 🙄

1 Comment

Douglas Express Delivery, LLC
4225 Industrial Drive
Jackson, MS 39209



March 24th, 2020

PPRB/DFA
501 North West Street
Suite 1301A, Woolfolk Building
Jackson, MS 39201

Douglas Express Delivery, LLC. (DED) is responding to the protest letter from M & J Transport, Inc. sent to the PPRB/DFA dated March 18, 2020 via this letter.

First, we would like to say that we are fully capable and ready to serve the ABC and DOR for the hauling of alcohol in the Rankin, Hinds, and southern portion of Madison County. Our operational plans for these services are detailed in our response to the RFP #3120001910 on how we plan to service and transition delivery services at the contract date. This letter also includes our plans of providing customer service and the evaluations of our service to the permittees.

We can appreciate the reasons why M & J would protest the findings of the DOR as I'm sure they have a major impact on their business. Their protest makes defending our position necessary, by pointing out some facts without attacking our competitor. Their use of testimonial letters from a few permittees does not reflect a true survey of all permittees. However, we recognize these statements as opportunities to improve business relationships with these permittees at the onset and exceed their expectations.

We have been in the delivery business for over 23 years and only have 57 reviews. We are a Hauling Contractor who contracts with other companies for delivery of their products. For example, we are GE Appliance's primary delivery company in the Mississippi market. Our order fulfillment is from consumers who order on GE's website and those who purchase at Home Depot's in the state.

It was likely noted that in the negative reviews, Home Depot was cited often. These issues are typically related to the customer's in store experience. Delivery dates and times promised by Home Depot's sales staff are not always practical. We're not perfect, some of these are likely due to our service, but we are not always the reason for a negative review.

These reviews can easily be manipulated both ways – good and bad. In addition, when reviews are not solicited for both positive and negative service by the vendor, you end up with mostly negative reviews due to those few wanting to vent and rightly so. But it doesn't represent a real-world assessment of the service of a vendor.

We are 100% in the Freight Hauling Services business – this is all we do. To have been around for 23 years and growing successfully both in revenue growth year to year and profitability is a testament of our excellent customer service to our customers. We intend to do the same for the ABC and we are confident in our ability to do this.

We spent an extremely large amount of time creating our response to the RFP, this time was spent being sure to answer with as much detail as we thought necessary to communicate our ability to serve the ABC for the Metro Hauling. Our team went to work the moment we received the RFP in mid-January and did not stop until mid-morning on the submission date of February 25th. A good percentage of the time was spent making sure we followed all requirements of the RFP so that it would be considered complete in all facets. We feel we accomplished this by our own review and by having been accepted as the vendor of choice by ABC/DOR based on the criteria they set forth in the RFP.

We intend to commit a full-time customer service person to follow-up on any issues a permittee has utilizing the Complaint and Commendation Log as one source so that we can document concerns and make improvements in our operations and communications with the permittees. This will be doubly accommodated by setting goals of contacting a certain number of permittees each week to survey them on performance and identify any issues that have not been communicated direct to the ABC or DED. Every permittee will be contacted in the to be determined survey cycles.

We stand prepared to defend our record at the hearing and feel very confident in the RFP process and the methods utilized by the DOR and ABC as being fair and clearly defined.

Sincerely,

Reed Robinson
Chief Operations Officer & General Manager
reed@douglasdelivery.com
(c) 601-624-0986

IN RE PROTEST OF M&J TRANSPORT

MDOR'S RESPONSE

COMES NOW, the Mississippi Department of Revenue ("MDOR") and responds to the protest filed by M & J Transport ("M&J") as a result of MDOR's intent to award the Metro Shipping Contract to Douglass Express ("Douglas") as follows:

I. INTRODUCTION

On January 17, 2020, MDOR issued Request for Proposal Number 3120001910 ("RFP") in which MDOR requested that vendors submit proposals to ship alcoholic beverages from the Liquor Distribution Center ("LDC") in Madison, Mississippi to all alcoholic beverage permittees in the Jackson Metro area. In response, MDOR received two proposals from two vendors, M&J and Douglas. M&J is the vendor who currently has the contract for shipping in the Metro area. Douglas previously had the shipping contract for a period of time, as well.

On March 4, 2020, the Evaluation Committee met to review the two proposals and score each based on the evaluation factors listed in the RFP after the Director of Procurement determined that both proposals were responsive. The evaluation factors utilized were as follows:

Technical Factor (Plan to Address the Services Required by the Agency) (20 points, or 20%)

Does the offeror document a plan to administer and manage our contract including secured yard storage and providing sufficient drivers, etc.? – **4 points (4%)**

Does the offeror have a track record of managing high-volume deliveries and double shipments? – **4 points (4%)**

Does the offeror document a record of reliability in shipping and delivering alcoholic beverages in timely manner? – **4 points (4%)**

Does the offeror document a plan to ensure protection of products? – **4 points (4%)**

Does the offeror document a plan to transition from the current contract that is in place to your contract? (Current vendor should address from the perspective of not having the current contract) – **2 points (2%)**

Has the offeror clearly documented their plan to meet the Agency's needs? Does the offeror believe they will be ready to handle the volumes associated with the Agency with minimal transition time? – **2 points (2%)**

Project Management Factor: (Plan to address the experience, qualifications and financial stability required by the Agency) **(45 points, or 45%)**

Does the offeror document information regarding their organization, staffing pattern, staffing qualifications and management support that will enhance the ability of the offeror to provide services? – **5 points (5%)**

Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities? – **10 points (10%)**

Does the offeror have a record supporting a history of the quality of the hauling services provided? – **10 points (10%)**

Does the offeror document initiatives/programs/benefits that will minimize turnover and absenteeism? – **5 points (5%)**

Does the offeror document information regarding prescreening procedures for employees? Identify what prescreening procedures are included in the cost proposal. – **5 points (5%)**

Personnel: Does the offeror document personal experience of all key personnel, including the account manager, who will be involved in providing the services contemplated by this RFP? Offeror must provide resumes for all key personnel. Resumes must include the full name, education background, and years of experience and employment history particularly as it relates to the scope of services specified herein. – **5 points (5%)**

Financial Capacity Information: Does the offeror have sufficient financial resources to meet obligations? Vendor must submit either a comparative audit, which would include data from prior year and the year previous to that, audits for the past two (2) years if a comparative is not available, or end of year financial statements for the last two (2) years if an audit has not occurred. Vendor may also be required to provide additional financial information upon request. – **5 points (5%)**

Cost Factor: (35 points, or 35%)¹

Additionally, MDOR wished to draw off its own experience with both vendors, since both vendors had shipped on behalf of MDOR. Therefore, the RFP contained the following language:

DOR may obtain information about the prospective contractor's ability to meet requirements through references not provided by the proposer, or any other means available. DOR Executive Staff reserves the right to make the final determination as to the prospective contractors' ability to meet requirements, including any information the agency may have regarding services provided to DOR previously and the proposer's responsiveness to issues and concerns².

Per OSPCR direction, the Technical and Cost Factors were evaluated "blind", while the Project Management Factor was evaluated "non-blind". The evaluators were provided redacted proposals for the Technical and Cost Factor evaluations so that, to the extent possible, the identity of the vendor was not available.

Upon evaluation, the Committee determined that Douglas's proposal merited a higher score. Douglas scored 97 points out of 100 points; M&J scored 92 points.³ The biggest individual point difference, although not the only difference, was due to the Cost Factor. Douglas proposed to offer the services at a rate of \$1.30 per case, while M&J proposed the more expensive rate of \$1.47 per case. This resulted in Douglas receiving a 35 out of 35 possible points with M&J receiving 31 points.⁴

Thereafter, MDOR issued a notice of intent to award the Metro Shipping contract to Douglas.⁵ On March 10, 2020, M&J requested a debriefing meeting.⁶ On March 13, 2020,

¹ See RFP #3120001910, page 12-13.

² *Id.* at 14.

³ See Evaluation Factor Scoring Sheet, RFP Number: 3120001910, Metro Hauling Services, Attached as **Exhibit A**.

⁴ The cost points were allocated using the following formula: Lowest Vendor Price/Vendor's Price x 35.

⁵ See Public Notice of Intent to Award, attached as **Exhibit B**.

⁶ Douglas requested a debriefing on March 11, 2020. The debriefing was held on Monday, March 6, 2020.

MDOR held a debriefing with M&J and provided information as described in Rule 7-113 of the OSPCR Rules and Regulations.⁷ This information included a summary of the determination, the overall scores, the basis for the overall scores, and deficiencies of M&J's proposal.

On March 18, 2020, M&J filed its Protest directly with OSPCR.⁸ M&J does not take issue with any procedure utilized by MDOR during the procurement or allege that MDOR evaluated the proposals in a manner contrary to the terms of the RFP. The core arguments M&J makes in its protest are that it should have received more points for a particular factor, while Douglas should have received less under others. After reviewing the protest, MDOR states that all points were allocated based on the terms and conditions of the solicitation and the award was in accordance with the Mississippi Constitution as well as all applicable statutes, rules and regulations.

II. STANDARD OF REVIEW

Under Rule 7-112 of the OSPCR Rules and Regulations, appeals made directly to PPRB will be reviewed *de novo*. PPRB will decide whether the solicitation or award was in accordance with the Constitution, statutes, rules and regulations, and the terms and conditions of the solicitation.

III. ARGUMENT

M&J lists five issues in its protest. Four dispute the number of points awarded to each vendor on various factors. The fifth point appears to argue that the determination of who to award the contract to should not fall on MDOR, but should instead be done by permittees.

A. Technical Factor: Section 4.3

⁷ M&J was represented at the meeting by Phil Pollack, President of M&J Transport, Mary Wimberly, Comptroller of M&J Transport, and Ed Morgan, former Commissioner of the Department of Revenue.

⁸ See Protest of M&J, attached as Exhibit C.

First, M&J takes issue with the number of points allocated by MDOR to Douglas for the Technical Factor's question "Does the offeror document a record of reliability in shipping and delivering alcoholic beverages in a timely manner?"⁹ M&J takes the position that Douglas should not have received any points for this question. In support of this position, M&J referenced a few "testimonials" from permittees. These testimonials were included in M&J's proposal.¹⁰ M&J also attached individual reviews left on the Better Business Bureau's website and a few reviews left on Douglas's Facebook page. M&J did not include these reviews in its proposal.

M&J's reliance on references to show that Douglas should not have received any points for this Technical Factor is misplaced. The Evaluation Committee reviewed this Factor, and all questions relating to the Technical Factor, blindly; meaning that they could not take into consideration who the vendor was but instead had to rely wholly on the response provided in the proposal. Therefore, MDOR did not take references, good or bad, into consideration while awarding points under this Factor.

In its proposal, Douglas provided numerous methods it used to continue a history of timely delivering products, including Driver Tracking, GPS Vehicle Tracking Devices, Scanning Analytics, Vehicle Fleet usage, and Route Optimization Software. See Section 4.3 of Douglas Proposal. All of these details listed in its proposal were sufficient evidence for MDOR to award 4 points. Similarly, MDOR provided 4 points to M&J under Section 4.3 based on its response that, "[i]n the event of unforeseen circumstances, such as a truck breakdown or employee illness, extra staff and vehicles are always available for use."

⁹ See Exhibit C, page 1.

¹⁰ *Id.* at pages 3-13.

B. Project Management Factor: Section 1.0, Section 2.0, Section 5.4 and Section 8.2

(Deductions from M&J)

M&J takes issue with the amount of points deducted by MDOR in response to the question, “Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities?”¹¹ Based on M&J’s responses in its proposals, MDOR awarded 7 out of 10 possible points.¹² There are 4 sections listed in this question. Points were deducted based on its response, or lack thereof, to Section 8.2, Carrier Responsibilities.

Section 8.2 of the RFP lists the meat of the proposal’s requirements. It sets forth 18 contractual minimum requirements that must be performed by the vendor who is awarded the contract. Section 6.10 of the RFP clearly states that,

*To be considered responsive to the RFP, each proposal must be complete, contain accurate information and contain the minimum expected components described in the RFP. If the proposal is incomplete, contains inaccurate information, or fails to contain the minimum expected components of the RFP, it may be deemed unresponsive and may not be considered for award.*¹³

M&J wholly failed to directly respond to this Section or even acknowledge that it would perform some of these services in its Project Management proposal. MDOR could have deemed the proposal non-responsive based on its failure to provide complete information. However, rather than deem it non-responsive, MDOR chose to deduct points where applicable.

Conversely, Douglas’s proposal specifically states, “[i]f awarded the contract to haul alcoholic beverages, the company will abide by all line items of 8.2 and specifically states they

¹¹ See Exhibit C, page 1.

¹² See Exhibit A

¹³ See RFP, page 11.

agree to the following requirements, obligations, and responsibilities as stated in 8.2 of the RFP.”

Douglas then provides additional information relating to each obligation listed in 8.2. MDOR believes that a deduction of points due to M&J’s lack of response was warranted.

C. Project Management Factor: Section 1.0, Section 2.0, Section 5.4 and Section 8.2

(Points Awarded to Douglas)

Next, M&J argues that Douglas should not have been awarded any points under the Project Management Factor question “Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities?”¹⁴ As noted above, Douglas sufficiently responded to the questions posed in Section 1.0, 2.0, and 5.4 and directly addressed responsibilities set forth in Section 8.2.

Therefore, MDOR awarded Douglas 10 points for this factor.

In support of its argument, M&J refers to the references it included in its own proposal, as well as print screens of comments left on the Better Business Bureau website against Douglas and on Douglas’ Facebook page. These print screens were not included in M&J’s proposal. However, both the references and comments are irrelevant to the sections included in this Factor. All of these sections deal with whether the vendor provided sufficient information to show it has years of experience providing the service of shipping products. Douglas provided significant evidence in its response to Section 5.2 to show that it had ample experience shipping and delivering products throughout this State. MDOR believes that Douglas provided sufficient evidence to warrant the score it received. MDOR does not believe that M&J has provided any evidence to justify deducting points from Douglas for this factor.

¹⁴ See Exhibit C, page 2.

D. Performance Management Factor- History of Quality

M&J argues that Douglas should not have received any points in response to the question of “Does the offeror have a record of supporting a history of the quality of the hauling services provided?”¹⁵ For this question, MDOR awarded Douglas 7 out of a possible 10 points.¹⁶ Additionally, M&J alleges that MDOR had a responsibility to “vet the proposer outside of the information supplied to [MDOR].” In support of this argument, M&J refers to the references and print screen comments alluded to above.

MDOR was able to successfully contact two of the references provided by Douglas. Both references provided satisfactory responses to Douglas’ history of providing services to them. Douglas and M&J had previously supplied alcohol on behalf of MDOR. Therefore, beyond the references provided within the proposals, MDOR wished to be able to take its own experience with the respective vendors into account while evaluating the proposals. To that end, MDOR included the following language in the RFP:

*DOR may obtain information about the prospective contractor's ability to meet requirements through references not provided by the proposer, or any other means available. DOR Executive Staff reserves the right to make the final determination as to the prospective contractors' ability to meet requirements, including any information the agency may have regarding services provided to DOR previously and the proposer's responsiveness to issues and concerns.*¹⁷

MDOR experienced some delivery issues with Douglas during its tenure as alcohol shipper. None were so large as to disqualify Douglas from providing shipping services or necessitated the premature termination of its previous shipping contract with MDOR. The issues were brought to ABC’s attention through complaints by some permittees, including presumably the permittees

¹⁵ See Exhibit C, page 2

¹⁶ See Exhibit A

¹⁷ See RFP #3120001910, page 14 (emphasis added)

who provided references to M&J¹⁸, relating to delivery services. MDOR believed that the issues did warrant a deduction in points. As a result, even though Douglas' references were satisfactory, MDOR deducted points based on complaints it received from permittees regarding Douglas. MDOR does not believe that M&J has provided sufficient evidence to warrant additional points being deducted.

E. Permittees should have greater control over who is chosen

Finally, M&J appears to make the argument that MDOR should have created a new evaluation factor allowing permittees to have greater control over who is chosen to ship alcoholic beverages to them.¹⁹ In support of this argument, they refer to the references provided in their proposal, the screen shots of comments and “an outpour of dissatisfied customers with this decision.” Besides the references and screen shots, M&J does not provide any other evidence of such an “outpour”. It also degrades MDOR's position in the distribution of alcoholic beverages, calling MDOR “nothing more than a collection agency disbursing funds.”

M&J is arguing that the contract vendor should have control over what factors are used to evaluate who receives a contract. This is a self-serving argument that is not in the best interest of the State. The Mississippi Legislature appointed ABC as the sole distributor in the state of alcoholic beverages. See Mississippi Code Section 67-1-43 (1972)(as amended). ABC could hire employees and purchase trucks to deliver alcoholic beverages to permittees. However, it determined long ago that doing so would create an added cost that would be charged to permittees and, ultimately, passed on to Mississippi customers who purchase alcohol.

¹⁸ To the extent there were any written complaints relating to Douglas' provision of services, MDOR does not have any record of such complaints.

¹⁹ See Exhibit C, page 2.

Instead, MDOR has chosen to contract with shipping companies. Since it is less expensive to contract ship than for ABC to ship on its own, this has resulted in a cost-savings to permittees and customers. However, MDOR's obligation in this contract is not to the permittees, it is to the State of Mississippi and its citizens, many of whom purchase alcoholic beverages. MDOR met this obligation by issuing an RFP and choosing the best evaluated vendor. It happens that the best evaluated vendor is also the least expensive, which ultimately leads to Mississippi customers paying less for alcoholic beverages. M&J's self-serving desire to have those permittees who provided references on its behalf determine who is awarded the shipping contract is not in the best interest of the MDOR, the State, or the customers who purchase alcoholic beverages from Mississippi permittees.

All of that being said, the permittees did have a voice in this process. As noted above, MDOR acknowledged that it received complaints from some permittees when Douglas was in charge of shipping alcohol. They received a point reduction specifically due to these complaints. Similarly, M&J received point deductions in the previous RFP for the 2016-2020 contract when it was found that at least one of its drivers was stealing alcohol while delivering. That's the purpose of the RFP process. It allows factors other than cost to be taken into consideration. However, in the end, Douglas was able to more thoroughly and completely respond to the RFP in a manner that made it the higher scored vendor. As noted by Douglas in its response to this protest, if there are issues with certain permittees from the past, it stands ready to work hard to make sure any such issues are resolved. For these reasons, MDOR does not believe that M&J's protest should be granted.

IV. CONCLUSION

MDOR is authorized to enter into any contracts it believes are necessary to carry out its obligations. Mississippi Code Section 27-3-31 (1972)(as amended). Moreover, it has the discretion to award the contract to the company it finds is the best one for the job. Wastewater Plant Serv. Co. v. City of Long Beach, 44 So. 3d 396 (Miss. Ct. App. 2010). For the reasons stated above, there is sufficient evidence to justify MDOR's decision to evaluate Douglas higher than M&J. M&J has failed to show that the solicitation or award was not in accordance with the Constitution, statutes, rules and regulations, or the terms and conditions of the solicitation

RESPECTFULLY SUBMITTED, this the 27th day of March, 2020

THE MISSISSIPPI DEPARTMENT OF REVENUE

BY: /S/ David Caldwell
David Caldwell, Esq.

MISSISSIPPI DEPARTMENT OF REVENUE
David Caldwell (MSB #100800)
Post Office Box 22828
Jackson, MS 39225-2828
Telephone: (601) 923-7408
Facsimile: (601) 923-7423
E-mail: david.caldwell@dor.ms.gov



Evaluation Factor Scoring Sheet
RFP Number: 3120001910
Metro Hauling Services

As stated in the RFP, each category is allotted a percentage of the points available to be awarded. In the scoring for item 3, vendors will be awarded points on a prorated scale, with 35 points going to the lowest price and a prorated amount awarded to the other bidders.

Proration Scale: Lowest Vendor Price/Vendor's Price x 35
(Ex. 1.10/1.40 x 35 = 27.5 points)

Evaluation Factors	Total Available Points	Vendor Name	
		M and J Transports, INC	Douglas Express Delivery, LLC
1. Technical Factor (20%)			
<i>Definition of Factors: The overall quality of the proposed plan (the plan should reflect an understanding of the project and its objectives) and the ability to perform the services as reflected by the completion of the technical proposal and submission of redacted resumes of the key personnel. Consideration will be given to the completeness of the responses to the specific requirements of the solicitation.</i>			
1. Does the offeror document a plan to administer and manage our contract including secured yard storage and providing sufficient drivers, etc.?	4	4	4
2. Does the offeror have a track record of managing high-volume deliveries and double shipments?	4	4	4
3. Does the offeror document a record of reliability in shipping and delivering alcoholic beverages in timely manner?	4	4	4
4. Does the offeror document a plan to ensure protection of products?	4	4	4
5. Does the offeror document a plan to transition from the current contract that is in place to your contract? (Current vendor should address from the perspective of not having the current contract)	2	2	2
6. Has the offeror clearly documented their plan to meet the Agency's needs? Does the offeror believe they will be ready to handle the volumes associated with the Agency with minimal transition time?	2	2	2
Subtotal - Technical	20	20	20
2. Project Management Factor (45%)			
<i>Definition of Factors: The personnel, equipment, facilities and financial resources to perform the services currently available or demonstrated to be made available at the time of contracting as well as a record of past performance of similar work as exhibited by references from other companies serviced within the past two (2) years and other documentation related to vendor's capabilities.</i>			
1. Does the offeror document information regarding their organization, staffing pattern, staffing qualifications and management support that will enhance the ability of the offeror to provide services?	5	5	5
2. Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section	10	7	10

Evaluation Factor Scoring Sheet
RFP Number: 3120001910
Metro Hauling Services

2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities?				
3. Does the offeror have a record supporting a history of the quality of the hauling services provided?	10		10	7
4. Does the offeror document initiatives/programs/benefits that will minimize turnover and absenteeism?	5		5	5
5. Does the offeror document information regarding prescreening procedures for employees? Identify what prescreening procedures are included in the cost proposal.	5		4	5
6. Personnel: Does the offeror document personal experience of all key personnel, including the account manager, who will be involved in providing the services contemplated by this RFP? Offeror must provide resumes for all key personnel. Resumes must include the full name, education background, and years of experience and employment history particularly as it relates to the scope of services specified herein.	5		5	5
7. Financial Capacity Information: Does the offeror have sufficient financial resources to meet obligations? Vendor must submit either a comparative audit, which would include data from prior year and the year previous to that, audits for the past two (2) years if a comparative is not available, or end of year financial statements for the last two (2) years if an audit has not occurred. Vendor may also be required to provide additional financial information upon request.	5		5	5
Subtotal – Project Management Factor	45		41	42
3. Cost Factor (35%)				
<i>Definition of Factors: The price submitted shall reflect both the price per case shipped and final adjustment schedule.</i>				
1. Price	35		31	35
Subtotal – Cost Factor	35		31	35
Total Points Awarded	100		92	97



Public Notice of Intent to Award

March 10, 2020

Procurement Type and Number	Request for Proposal # 3120001910
Procurement Title	Metro Hauling
Opening Date and Time	February 25, 2020 at 2:00 p.m.

The Department of Revenue (referred to as “DOR” or “Department”) requested written proposals to provide a freight, hauling and delivery plan for the distribution of alcoholic beverages for the Alcoholic Beverage Control Distribution Center (“Department” “State” or “ABC”) located at 1286 Gluckstadt Road, Madison County, Mississippi to all licensed ABC permittees located in Hinds, Rankin Counties and in the southern portion of Madison County, excluding permitted locations located in the municipal limits of the cities of Canton and Flora.

DOR will contract for these services with a single vendor for a contract period beginning July 1, 2020 and ending June 30, 2024.

DOR released the Metro Hauling Request for Proposals (RFP) # 3120001910 on January 17, 2020. In response to the RFP, DOR received two (2) sealed proposals.

The following vendors submitted responses to the above solicitation and are listed in the order of ranking from highest to lowest evaluation score:

- Douglas Express Delivery, LLC., Jackson, MS
- M and J Transports, INC., Ridgeland, MS

The proposals were evaluated and deemed responsive and responsible according to the criteria stated in the solicitation. We announce our recommendation to award a contract to the following vendor subject to approval by the Public Procurement Review Board. This recommendation is based upon the vendor submitting the most highly scored proposal based on the evaluation criteria listed in the RFP:

- Douglas Express Delivery, LLC., Jackson, MS

We would like to thank each vendor for your time and efforts in preparing a response to this solicitation.

We invite you to contact **Erica Green Greenwood, Contract Analyst, SR** if you would like to request a post-award vendor debriefing under Rule 7-113 of the PPRB OPSCR Rules and Regulations. This debriefing is a meeting and not a hearing; therefore, legal representation is not required. However, if you prefer to have legal representation present, you must provide notification prior to the scheduled meeting so that we can also have legal representation present. Your request

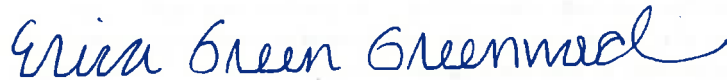
for debriefing must be received within three (3) business days after the issuance of this notice or no later than **March 17, 2020**.

Vendors are reminded that any protests of this decision must be submitted to **Erica Green Greenwood, Contract Analyst, SR** within seven (7) calendar days after the issuance of this notice or no later than **March 19, 2020**. The protest must be in writing, identify the name and address of the protestor, provide appropriate identification of the procurement and resulting contract number (if known), and detail the nature of the protest, including available supporting exhibits, evidence, or documents to substantiate any claims.

The successful vendor is instructed not to begin work, purchase materials, or enter into subcontracts relating to the project or services until execution of the contract.

We appreciate your interest in doing business with the State of Mississippi.

Sincerely,



Erica Green Greenwood
Mississippi Department of Revenue
P.O. Box 22828
Jackson, MS 39225
Phone: 601-923-7860
Fax: 601-923-7658
Email: erica.greenwood@dor.ms.gov



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157



March 18th, 2020

PPRB/DFA
501 North West Street
Suite 1301, Woolfolk Building
Jackson, MS 39201

Re: Bid Protest: RFP #3120001910 – Hauling Alcoholic Beverages within the Jackson Metropolitan Area

To whom it may concern:

M & J Transport, Inc. regretfully and respectfully submits this bid protest to the PPRB/DFA in regards to the RFP identified above. We at M & J, to protect our rights, our employees and our customers, believe it is necessary to file this formal protest and allow for a proper review of all circumstances applicable to the evaluation of the proposals. Our reputation is valued as we have participated in numerous associated solicitation opportunities (We have held the contract from 1980 – 2008/2012 – Current). The following clearly outlines the grounds for our protest to the contract award made to Douglas Express Delivery (DED) for RFP #3120001910 on March 10, 2020.

- We at M & J feel that the 20 points awarded to DED in the Technical Factor were awarded incorrectly, specifically the 4 points in the 3rd question (Does the offeror document a record of reliability in shipping and delivering alcoholic beverages in a timely manner?) According to our customers, daily, and many testimonials received from them, this was not the case. They were not reliable, offered poor customer service and had little to no customer communications. They should not have received any points in this section. Please see attached evidence (customer testimonials.)
- The points not issued to M & J Transport under the Project Management Factor, specifically the question: Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities? We were only awarded 7 of the 10 possible points because we did not "Accept" the contract in writing. It clearly states in the RFP (see below examples) the multiple ways the contract was accepted outside of literally stating "We accept the contract."

Under 6.1 Approach of RFP # 3120001910

"It is understood that all proposals are submitted on the basis of complying with the provisions, term and specifications set out herein..."

Under 6.10 Proposal Evaluation of RFP # 3120001910

"... To be considered responsive to the RFP, each proposal must be complete, contain accurate information and contain the minimum expected components described in the RFP..."

Under 6.18 Exceptions and Deviations of RFP # 3120001910

"Failure to indicate any exception will be interpreted as the proposer's intent to comply fully with the requirements written."



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

- DED was awarded the full 10 points regarding the same question (Does the offeror document number of years of experience with providing types of services specified in Section 1.0 Scope of Services, Section 2.0 Characteristics of Work, Section 5.4 Contractor Minimum Requirements and Section 8.2 Carrier Responsibilities?) when the reviews and testimonials speak otherwise of section 8.2 Carrier Responsibilities. Please see attached customer testimonials, BBB reviews/complaints, Google Reviews, etc...)
- In the next question (Does the offeror have a record of supporting a history of the quality of the hauling services provide?), DED was awarded 7 points when, once again, they do not have a reliable track record for hauling liquor or any other hauling services. It states in the RFP that the DOR would do their due diligence and vet the proposer outside of the information supplied to them. This was not done. Please, again, see reviews and customer testimonials.

Page 14 of the RFP

"DOR may obtain information about the prospective contractor's ability to meet requirements through references not provided by the proposer, or any other means available. DOR Executive Staff reserves the right to make the final determination as to the prospective contractor's ability to meet requirements, including any information the agency may have regarding services provided to the DOR previously and the proposer's responsiveness to issues and concerns."

- Our customers, their businesses and satisfaction have always been our number one driving force and we feel, since our permittees are the ones that, technically, pay the state to pay us, they should have a decision in the company that delivers their alcoholic beverages. The DOR is nothing more than a collection agency which disperses the funds. Why were the permittees not allowed to have a vote? Since the awarding, we have had an outpour of dissatisfied customers with this decision. They have voiced, and are still voicing, their concerns, via email, to the DOR (specifically Herb Frierson and Meg Bartlett.) Their concerns should have been taken into consideration. Once again, please see attached customer testimonials regarding their experiences with DED.

In closing, M & J Transport would like to thank you for your time but also express the importance of carefully reviewing the awarding of this contract. We fully understand that we were beat in the Cost Factor section, but we cannot emphasize enough the importance of price not being a comparison to experience and quality. Remember cheapest is not always the best! We feel like if the bids were evaluated properly and the points awarded correctly, M & J Transport would have been awarded the contract.

We would also like you to take into consideration the seriousness of the permittees being allowed to have a say in which company their money goes to. They are the ones that pay for it!!

We would also like the opportunity to attend the PPRB meeting once the Protest makes it onto the agenda. We, along with all our permittees, would like the chance to speak on our own behalf.

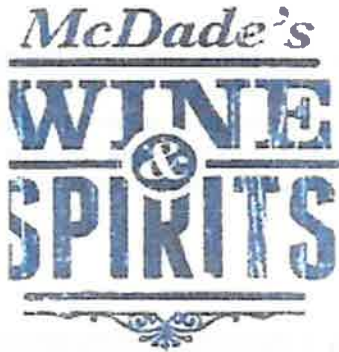
Thanks kindly,

Philip H. Pollack



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Please note the following attachments of customer testimonials, DED business reviews, etc. Also note, these testimonials are just a minute sample of the ones we have received.



Permit # 042201

1220 E Northside DR #320

Jackson MS 39211

601-366 5676

Subject: M & J Trucking

This letter is written to state that we feel that M & J Trucking does a very good job delivering our orders from the ABC. The management and staff (drivers) are always friendly and courteous. The deliveries are very timely barring any unforeseen events. The drivers are professional and personable and make every effort to accommodate requests as to the unloading of the product.

Unlike with the previous company, M & J communicates with us very well and keeps us informed if there are any problems or time delays with deliveries. We are very pleased with their service. We would hope that they could continue on with a new contract. We know that no other company had done a better job. Please feel to contact us if you have any specific questions.

Bill Casson



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

BRIARWOOD
Wine and Spirits



To whom it may concern,

Briarwood Wine & Spirits has been in operation since 1966 and has remained one of the leading volume off premise permit holders. For the past 15 years of our ownership and the 10 years prior that I worked for a restaurant, M&J Trucking, led by Phil Pollack and his team, have provided an unparalleled level of service. Phil, with his hands on approach managing his business, has made possible many things that enable us to run our business efficiently and with an emphasis on cost effectiveness. Here is a list of the standout areas that make M&J the ONLY choice for future ABC deliveries.

- Complete transparency of communication with Phil, his managers and team
- Immediate response and resolution to any wet breakage or delivery issues (though these are at an all time low)
- Consistent delivery times and a willingness to make early morning deliveries for large orders
- Drivers and equipment that are fully capable of the task

In a nutshell, Phil treats us as a customer. Understanding the level of service that requires is paramount to providing it to all permittees. We need to be able to depend on them for a timely delivery, that's organized in its off load and most importantly, undamaged. They have consistently provided these year after year. Knowing that the contract is up for renewal, we wholeheartedly offer our support for M&J Trucking to continue handling all of our deliveries. The only times that these requirements have not been met were during the period that M&J did not have the contract. During that time breakage was at an all time high, communication with the company was terrible and their delivery times were inconsistent. We understand that the task itself is a bear to keep a handle on. In our experience, there's only been one company that has what it takes to wrestle that bear, and it's M&J Trucking.

Thank you for your time in considering our points and please keep in mind that their value is more than just a dollar amount. Please feel free to contact me directly for any further information or personal references.

Nathan McHardy
Briarwood Wine & Spirits
4949 Old Canton Rd
Jackson MS 39211
601-918-8802



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Premium Wine & Spirits



January 27, 2020

Mississippi Department of Revenue
500 Clinton Center Drive
Clinton, MS 39056

To whom it may concern:

I am a liquor retailer in business for over 30 years in the city of Madison. It has come to my attention that it is time again for companies to enter bids for the contract of making the actual deliveries to the Jackson metro area. M&J Transport has been the carrier for all my deliveries here except for a brief period from 2008 to 2012 when Douglas Express made those deliveries. In my opinion the period of time that Douglas had the contract, I experienced the poorest performance and non-existent customer service during their tenure.

I know the people I have dealt with that work at M&J, the drivers, the dispatcher, and Phil Pollack (owner) have all striven to provide timely and accurate deliveries along with prompt recompense for damages of product that occurred while in their charge. The drivers and the men that unload have always notified me when things are wet or broken. I appreciate this because I will have 300-400 cases brought in at a time during the peak season and I could easily miss small details like broken bottles or damaged boxes that could cause hazards for myself, my employees and customers. This should show the type of integrity and honesty I feel is a hallmark of their service.

I hope that I will continue to receive this level of earned expertise from M&J. I appreciate the opportunity to voice my support of our delivery company. Please call or write me with questions or comments.

Peter Clark
P.O. 512
Madison, MS
39130-0512
(Wrk) 601-856-0931
(Cell) 601-750-9240



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

WINE & SPIRITS
In The Quarter

1855 LAKELAND DRIVE

JACKSON, MS. 39216

601-366-6611

601-366-5111 FAX

NICK LORD-GENERAL MANAGER

January 22, 2020

Mississippi Department of Revenue
500 Clinton Center Drive
Clinton, MS 39056

To whom it may concern:

In any business, the relationships that you build with others is paramount to a long and successful venture. Our transport company, M&J Transport, Inc., has a proven track record of service to the on and off-premise permittees in our area. Phil and his staff have always worked directly with our store to meet our needs and deliver our products in a professional way. With many years of experience balancing the needs of the ABC with the needs of the package store/restaurant owner, there are very few situations that he cannot anticipate and plan ahead for. Just a few examples are: Works with us to deliver early if possible, takes care of damaged goods in a timely manner, courteous drivers that will put your load in the place of your choosing, sends an extra driver when there is a very large order, clean trucks that do not leak, staff that will answer the phone and take care of your needs right away.

The short time that another company took over this contract, none of the above was true. There is no substitute for experience.

Nick Lord

Phillip A. "Nick" Lord



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Corkscrew

4800 I-55 NORTH JACKSON, MS 39211
601.981.1333

To Whom it May Concern:

This letter is to cast my vote for M & J to keep their contract.

They have done a very good job.

They are easy to reach and have a very good crew.

The last person to have the contract, before M & J got it back, was a disaster.

Best Regards,



Robert Briggs

Corkscrew

4800 I 55 N #32B

Jackson, MS. 39211

601-212-3224



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

THE WINE RACK, INC.
4630 HANGING MOSS ROAD
JACKSON, MISS. 39206
601-362-7006
601-942-6435

February 11, 2020

Mississippi Department of Revenue
ABC Division
500 Clinton Center Drive
Clinton, Miss. 39056

TO WHOM IT MAY CONCERN:

Please be advised that I have been at The Wine Rack, Inc. since August 16, 1984.

Philip Pollack and the staff and drivers that I have had the pleasure of work with over the years has always been courteous, and always had our best interest in mind.

Philip always made sure we had all our breakage that his drivers were responsible for taken care of with in the month. We always get our order at a convenient time of the day and our driver is one of the best.

I was dis-satisfied with other transport company we had for the 4 years as they were never on time, we got our orders after 5 P.M. a lot of times, they always had lots of breakage, and were never on time to pick up mistakes and I was unhappy with that company from day one. If I remember correctly it was DED.

M and J has very good drivers, well maintained trucks, and very seldom do they have missing cases or damaged ones.

Please take into consideration that I am one of many package store owners I talk to regularly that is a hundred percent happy with all their services they provide us with and we hope that you will take into consideration to give them the contract once again.

Thank you,

Martha Windham
The Wine RACK, INC.
PERMIT NUMBER 20951
4630 HANGING MOSS ROAD
JACKSON, MISS. 39206
OFFICE 601-362-7006
FAX 601-362-7006
CELL: 601-942-6435



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157



Better Business Bureau®

[Join/Apply](#) | [BBB ScamTracker](#) | [Business Login](#) | [Madison, MS, USA](#) 



Find businesses, charities, category

Near Madison, MS

USA

Search



Brian k H



03/08/2020

I would never recommend Douglas delivery to anyone. They were very unprofessional. Showing up over 2 hours after my window (1-5pm) he showed at 7:30. without even a call to tell me they would be. Which caused me to miss since it was Valentine's Day and I had a dinner planned. Then rescheduled a week later. Which I think was also terrible after the driver arrived so late. Same thing happened second time driver called over 2 hours after window and said "his boss didn't want him out this late." The company said he lied and would be fired. So I had to reschedule again. What should have been delivered to me in less than a week took 3 weeks. I give them ?????????????? Douglas delivery=??

**THIS BUSINESS IS NOT
BBB ACCREDITED**

**Years in
Business: 67**

BBB Rating

B-

Customer Reviews are not used in the calculation of BBB Rating

[Reasons for BBB Rating](#)



Marsha D



01/07/2020

DO NOT use Douglas Express Delivery (DED). I ordered Maytag appliances from Home Depot and DED is their "free" delivery service. This services isn't even worth "free." I wish I had asked who the delivery company was so that I could have read their reviews. I would have rented a U-haul and paid someone to pick up my appliances and install them for me rather than deal with this company. Never again!



Kimberly T



11/20/2019

This business is horrible to say the least. I wouldn't even give them one star but I guess it needed to register. The people at this company are soo unprofessional, no people skills and have no consideration for a person time or schedule. ***** should not do business with a company like this.



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Douglas Express Delivery

4225 Industrial Dr. Jackson, MS

[Write a review](#)

1.9 ★★ 57 reviews

Sort by: Most relevant

All appliances 12 call 10 truck 8 washer and dryer 5 +5



Renee Dean

5 reviews

★ 2 months ago

I wish I had asked who the delivery company was before I purchased my washer and dryer from Home Depot in Clinton. Home Depot uses contractors and this business is the WORST! I waited all day yesterday as I was given a time slot of 1:00pm - ... [More](#)



Jessica Thompson

10 reviews

★★★★★ 2 months ago

I was really worried when I saw all the bad reviews. However, my delivery was scheduled from 8-12 pm today and they arrived within the window. My appliances were put together, and they turned on the washer and dryer to show me that they worked. I have no complaints.



Latonya McGowan

1 review

★ 2 months ago

Waited for a delivery scheduled through Home Depot for January 4th between 8-12. They never showed and never called. Spoke to a representative on January 6th who apologized and rescheduled delivery for January 7th between 8-12. No-show/no call. Representative states that they cant even see the order anymore. Now awaiting a refund!





M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Douglas Express Delivery

4225 Industrial Dr, Jackson, MS

 Write a review

1.9 ★★

57 reviews

Sort by: Most relevant ▾


All appliances 12 call 10 truck 8 washer and dryer 5 +5



Jamie Meadows

2 reviews



4 months ago · 

Horrible experience. Bought a refrigerator from Home Depot and they use Douglas to deliver. Supposed to arrive between 2-6pm last Thursday after giving us a 30 min courtesy call. Never showed and never called. Rescheduled for today (4 days ... [More](#)



Kim Tarver

1 review



6 months ago

Terrible experience with this delivery company. Called to say they were 20 minutes away at 5:20 pm when delivery window was 12:00-4:30 and I had told them I had to leave home no later than 5 pm. Then delivery guy was very rude on the phone. ... [More](#)



Kim Johnson-Tucker

10 reviews · 2 photos



3 months ago

Horrible company with very bad customer service. No people skills. Was given a delivery time and they never showed until 6:35 that night. Home Depot should stop business with this company. Had to give one star for review to post but i would not even give one star. HORRIBLE COMPANY!!!!!!!!!!!!





M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157

Douglas Express Delivery

4225 Industrial Dr, Jackson, MS

[Write a review](#)

1.9 ★★

57 reviews

Sort by: Most relevant

All appliances 12 call 10 truck 8 washer and dryer 5 +5

Like



Amanda Terral

Local Guide 17 reviews



5 months ago

Horrible scheduling, horrible customer service and rude.

Do not recommend them for anything.

Waited a month, then day when delivery and install was scheduled, come 530pm no ... [More](#)

1



David L. Rexrode

Local Guide 66 reviews 3 photos



a month ago

Horrible service refused to install Dishwasher appliance then left with my entire order including Stove Dishwasher and Washer Dryer refused to return to complete Delivery Took my order to Home Depot store where purchased! 🤬🤬🤬🤬🤬

Like



Mark kaufman

1 review



4 months ago

0 stars....no delivery window given as promised and terrible customer service . Don't understand why Home Depot allows this company to still be contracted out unless they just don't care either..

1



M & J Transport, Inc.
712 Ridgewood Road
Ridgeland, MS 39157



Douglas Express Delivery

- Home
- Photos
- Posts
- About
- Community

Create a Page

Like Following Share

See All

Public Posts at Douglas Express Delivery



John Bowie Lanford ▸ Douglas Express Delivery
October 3, 2019

Douglas Express Delivery. "Expressly late if delivered at all" is their new slogan.

Like Comment Share



Write a comment



Aimee Brandon Falcon ▸ Douglas Express Delivery
September 12, 2019

This company is the epitome of rudeness and incompetence! Stay away from them! I don't even have enough time to begin to tell you the horror story of my experience with this company today! Zero stars!!

Like Comment Share



Write a comment



Leah Anne Lowrey ▸ Douglas Express Delivery
May 6, 2019

The worst place, do not waste your time. Home depot needs to find a new place to deliver. They were to be at my home today at 10 a.m. never heard from them till 12 and they said they were on their way. Then they never showed. We called and they said there was a power line and they just couldnt get up the driveway. Which is not true, because, uhaks, ups, fed ex comes daily. They told us to go pick our stuff up at home depot. We spoke with the manager and she was rude and of no help. Its 6 pm and we still have no delivery. Worst place. Do not use them. There has been no call, no effort to fix this. 😞

1 Comment