



24 HOUR EXPRESS SERVICES inc.

PLUMBING, HEATING & AIR SPECIALISTS

COVER LETTER

In relation to the Request for Proposal No. 2519, our company is submitting a proposal to perform the emergency and non-emergency plumbing services, as needed and so ordered, of water and sewer service lines belonging to the City of Riverside that services residences and businesses within the City of Riverside boundaries. Our company will provide the labor, materials and equipment necessary to perform such work in a proper and safe manner according to current local plumbing codes and to Federal, State, County and Local laws and regulations. In the process of preparing this proposal, the requirements and elements of RFP No. 2519 have been reviewed and are understood by our company.

Our company is a local licensed B, C-20 and C-36 contractor that has been performing general commercial plumbing service and repair work since 1999 in the Inland Empire area. Our current customer base includes hundreds of commercial, multi-family and residential properties that experience a variety of plumbing issues. We have identified, properly diagnosed and resolved these issues to the satisfaction of our customers. We feel that our experience and expertise would be a good fit for the plumbing needs of your city. After reviewing the sample contract and the terms and conditions provided in the RFP No. 2519, our company is willing to enter into a contract with the City of Riverside for such services.

We look forward to the opportunity of providing your city with the services related to this RFP. If selected, we are confident that you will be impressed and satisfied with the services provided by our company and that other city departments would desire to utilize our services as well.

Contact for RFP review process:
Michael Weimann – Operations Manager
951-302-5320



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Statement of Understanding and Approach

Our company has a solid understanding of services being requested under RFP No. 2519. Our current customers request similar repair services daily, including sewer line issues, water service line problems, water heating equipment trouble, backflow device needs and so forth. From the original request for repair, we have our customer in mind. Our office is staffed with at least 9 trained and experienced persons that handle calls and oversee the dispatch department. Once a call is received, a work order is generated. Our office uses software to enter the customer's information, describe the work ordered, and any special requirements and contact information needed for the particular job. This can be from an established customer already in our system. If so, information in our system will be confirmed and any new additional information needed will be added to the work order.

Once a work order is assigned to a technician in the field, they are able to view the information on their company iPad and iPhone. Once arriving at the job location, our GPS software tracks the time of arrival. Also tracked is the time of completion for that job. The time information will be added to the work description. A description of initial findings, suggested corrective work needed, work performed, parts and supplies used and status of the job are entered. Pictures of work performed or issues found are attached to the work order. Technicians will have an on-site contact initially sign the work order on the iPad to authorize work and then sign to confirm the job has been completed. Each work order is saved in our system and can be retrieved years later if needed.

Currently our company has 31 plumbing technicians and 13 apprentices. Our technicians have been trained and are experienced in all aspects of plumbing services including locating issues with sewer lines and water service lines. For sewer lines, our technician will use a camera and locating equipment to identify and locate the cause of the issue. For water service lines, electronic leak detection equipment can be used on certain types of piping to locate leaks. We have performed thousands of in-ground repairs on various sizes and materials of sewer and water lines using differing types of repair methods that best serve the needs of the situation. All of our repairs are backed with a 1-year parts and labor warranty.



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Company Information

Our company, 24 Hour Express Services, Inc., is a S corporation and the main and only office is located at:

26059 Jefferson Ave.
Murrieta, CA 92562
Main office numbers: 951-302-5320 or toll free 877-444-2564

Any general inquiries or services requested can be directed to the main office. The primary contact person for services related to this RFP is:

Michael Weimann
Operations Manager
951-795-9626 cell

Our company has been providing emergency and non-emergency on-call plumbing services for the City of Riverside since 7/1/2023. We are familiar with the city's process of business and feel we have provided quality service, quick response time and good communication for the City. We also provide plumbing and/or backflow certification, repair and replacement services for the City of Ontario, City of Murrieta, City of Perris and City of Menifee. Due to our experience with providing such services for municipalities, we feel we can continue to provide a quality service for your city.

Since July 1, 2023, our firm has served the City of Riverside as a primary provider of both emergency and non-emergency on-call plumbing services. Through this partnership, we have developed a thorough understanding of municipal workflows, consistently delivering high-quality workmanship, rapid response times, and transparent communication.

Our extensive regional experience includes providing plumbing and/or backflow certification, repair, and replacement services for the Cities of Ontario, Murrieta, Perris, and Menifee. Given our proven track record with these municipalities, we are confident in our ability to continue to provide your city with the same level of professional excellence.

Furthermore, our firm maintains an impeccable record of professional conduct; we have no history of litigation, mediation, or arbitration in the past five years, nor have any claims or disciplinary actions been filed against our license or key personnel.



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Company Personnel

Below are the personnel of our company who would be involved in performing the emergency and non-emergency plumbing services associated with RFP No. 2519

Mike Weimann

951-538-5018 cell

Has been actively involved in plumbing service and repair since 1988, primarily for a commercial customer base, but also including residential customers.

Holder of C-36 Plumbing Contractor License since 1999.

Bob Copeland

951-538-5019 cell

Has been actively involved in plumbing service and repair since 1993.

Ryan Young

951-334-2827 cell

Has been actively involved in plumbing service and repair since 2013.

Shane Lee

951-348-8003 cell

Has been actively involved in plumbing service and repair since 1998.

Jack Khoury

951-544-0794 cell

Has been actively involved in plumbing service and repair since 1993.

Jonathan Warner

951-219-3466 cell

Has been actively involved in plumbing service and repair since 2014.

Matthew Blom

951-823-4578 cell

Has been actively involved in plumbing service and repair since 2016.

Dustin Mitchell

951-704-9725 cell

Has been actively involved in plumbing service and repair since 2016.

Adam Stout
951-816-8563 cell
Has been actively involved in plumbing service and repair since 2001.

Javier Reynoso
951-712-5693 cell
Has been actively involved in plumbing service and repair since 2007.

Aaron Clark
951-538-5903 cell
Has been actively involved in plumbing service and repair since 2017.

Samuel Solis
951-970-3090 cell
Has been actively involved in plumbing service and repair since 2015.

Michael Brodie
951-377-0536 cell
Has been actively involved in plumbing service and repair since 2014.

Kade Davis
951-319-1211 cell
Has been actively involved in plumbing service and repair since 2014.

Zack Ochoa
951-970-4211 cell
Has been actively involved in plumbing service and repair since 2018.

Christopher Bonhomme
951-536-2543 cell
Has been actively involved in plumbing service and repair since 2019.

Bernardo Lopez
951-757-8424 cell
Has been actively involved in plumbing service and repair since 2013.

David Diaz
951-691-6092 cell
Has been actively involved in plumbing service and repair since 2017.

Johnny Layna
951-546-6505 cell
Has been actively involved in plumbing service and repair since 2020.

Brandon Brittingham
951-447-1301 cell
Has been actively involved in plumbing service and repair since 2022.

Cobe Peckels
951-345-9003
Has been actively involved in plumbing service and repair since 2022.

Daniel Quijas
951-970-3964
Has been actively involved in plumbing service and repair since 2024.

David Brown
951-290-1578
Has been actively involved in plumbing service and repair since 2002.

Dylan Thurman
951-385-8185
Has been actively involved in plumbing service and repair since 2022.

Earl Goncena
951-595-6741
Has been actively involved in plumbing service and repair since 2013.

Eddie Jones
951-691-2090
Has been actively involved in plumbing service and repair since 2021.

Greg Arias
951-595-3371
Has been actively involved in plumbing service and repair since 2018.

Jonah Vollmer
951-544-9152
Has been actively involved in plumbing service and repair since 2023.

Justin Ortega
951-970-3964
Has been actively involved in plumbing service and repair since 2025.

Nick Mungo
951-970-3927
Has been actively involved in plumbing service and repair since 2022.

Rudy Luna
951-837-8729

Has been actively involved in plumbing service and repair since 2020.

Toby Ramirez
951-740-5906

Has been actively involved in plumbing service and repair since 2018.

Tyler Hagen
951-348-0276

Has been actively involved in plumbing service and repair since 2024.

Xavier Ruiz
951-544-9082

Has been actively involved in plumbing service and repair since 2021.

Most of the above plumbing service technicians have the following certifications:

Qualified Installer for Gastite – Flash Shield

IPS Weld-On Solvent Welding for PVC and CPVC Piping

OSHA 10 and OSHA 30 Construction Safety and Health

Uponor/Wirsbo PEX Piping Systems

Viega MegaPress and ProPress

Conventional Butt and Socket Fusion of HDPE, PP-R and PP-RCT piping systems

NUCA Excavation Safety and Competent Person

Commercial water heaters, boilers and tankless heaters certification class completion from multiple manufacturers.

We also have Riverside County Certified Backflow Prevention Device Tester technicians.

Below are the members of our company's professional team:

Mike Weimann – President
951-538-5018 cell

Michael Weimann – Operations Manager
951-795-9626 cell

Bob Copeland – Field Supervisor
951-538-5019 cell

Chrystal Nelson – Office Manager
951-526-5449 cell

Don Keil – Commercial Account Manager
951-581-3467 cell

Our company does not foresee utilizing any subcontractors to fulfill the requirements of services associated with this RFP.



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Experience and References

In addition to providing services to the City of Riverside under RFP 2167 since July of 2023, below are some references of customers where similar services to that of RFP 2519 have been provided:

Riverside University Health System Medical Center

26520 Cactus Avenue

Moreno Valley, CA 92555

Contact: Martin Starnes at 951-486-4000 email: m.starnes@ruhealth.org

Services provided involve a wide range of plumbing repairs including sewer and water service lines.

City of Ontario

303 E. B Street

Ontario, CA 91764

Contact: Michael Vidal at 909-408-8854 email: mvidal@ontarioca.gov

Services provided involve a wide range of plumbing repairs including sewer and water service lines, plumbing fixtures, backflow certification testing, repair and replacement.

City of Murrieta

1 Town Square

Murrieta, CA 92562

Contact: Ken Jones at 951-461-6402 email: kjones@murrietaca.gov

Services provided involve a wide range of plumbing repairs including sewer, water and natural gas service lines, water heaters, plumbing fixtures and the like.

City of Menifee

29844 Haun Road

Menifee, CA 92586

Contact: James Brannon at 951-746-7587 email: jbrannon@cityofmenifee.us

Services provided involve a wide range of plumbing and HVAC repairs. Plumbing services include sewer and water service lines, water heaters, plumbing fixtures and the like.

Costco – Temecula

26610 Ynez Road

Temecula, CA 92591

Contact: Chris Darvey at 951-719-2003 or 951-252-3880 email: w491mgr@costco.com

Services provided involve wide range of plumbing repairs including sewer and water service lines.

In order to demonstrate that our company has at least 5 years of experience, please consider the following information. Our company has been providing plumbing and repair services under the same C-36 contractor's license, under the same corporation and business name, and under the same ownership since 1999. The current Field Supervisor has been with this company since 2000. Some of our service technicians have been with the company for more than 10 years.

We have been providing plumbing services primarily to commercial clients since 1999. Our services involve a complete range of plumbing service and repair including tracing, locating and identifying issues with water service lines and sewer lines. We have provided solutions to these issues and completed repairs in line with current code requirements and to the satisfaction of our customers.

Our company has never filed for bankruptcy since its inception.

