

Emergency Towing Services
Summary of Provider Options

- City-Wide One (1) Vendor

Number of possible vendors: 1

OPTION #1

<u>Pros</u>	<u>Cons</u>
1) Easy to monitor more efficient 2) Low administrative costs/dispatch 3) Less confusion for citizens	1) Limits tow industry participation

- Two (2) Zones (Divide City)

Number of possible vendors: 2 or 1

OPTION #2

<u>Pros</u>	<u>Cons</u>
1) More than one vendor can participate 2) Increases resources available for major event 3) Zone-assigned tow companies decreases confusion	1) Increase administrative workload 2) CAD dispatching costs 3) Tow volume may not be equal 4) Policy change for abandoned vehicles

- City-Wide Two (2) Vendors Alternating Call Assignment **Not Recommended**

Number of possible vendors: 2

OPTION #3

<u>Pros</u>	<u>Cons</u>
1) More than one vendor can participate 2) Increases resources available for major event	1) Increased administrative workload (billing & monitoring performance) 2) CAD dispatching costs 3) Policy change for abandoned vehicles

- Four (4) Zones (Divide City by 4 Police Districts) **Not Recommended**

Number of possible vendors: 4, 3, 2, or 1

OPTION #4

<u>Pros</u>	<u>Cons</u>
1) More than one vendor can participate 2) Increases resources available for major event 3) Zone-assigned tow companies decreases confusion	1) Increase administrative workload 2) CAD dispatching costs 3) Tow volume may not be equal 4) Policy change for abandoned vehicles 5) Confusion for citizens/complaints 6) Storage location not in same zone

- Full Rotation **Not Recommended**

Limited only by the number of firms meeting required qualifications

OPTION #5

<u>Pros</u>	<u>Cons</u>
1) All qualified vendors may participate 2) Increases resources available for major event 3) RFP is not necessary	1) Increased administrative workload 2) CAD dispatching costs 3) Policy change for abandoned vehicles 4) Confusion for citizens/complaints 5) Confusion for officers/paperwork 6) Storage location not in same zone

Emergency Towing Services
Summary of RFP Specifications

- Scope of work includes light and medium-duty vehicles (up to 25,000#) in four categories:
 - Disabled due to a motor vehicle accident
 - Those declared as abandoned
 - Stolen vehicle recoveries
 - Those directed to be impounded for forfeiture or as evidence
- 25-minute response time
- 3-year initial term with one 2-year renewal option
- Pricing will be firm for each 12-month period. Vendors will be able to request adjustments annually which will be tied to the CPI-U as published by the Bureau of Labor Statistics
- Communications equipment to allow Police Communications staff to pass information on to vendor/driver
- When possible, the driver will provide the customer written information, in a format approved by the City, that includes the address and telephone number of the storage yard, hours of operation, an itemized fee schedule, and maximum commercial rates for any subsequent tow or services
- Prohibits vendor(s) from soliciting business for any body shop, wrecking yard, health care provider, lawyer or other person or business. Does not preclude vendor(s) responding to customer's questions if asked.
- ✓ • Prohibits vendor(s) from accepting any commissions, fees or other compensation for referrals related to services resulting from this contract
- Storage facility must be sufficiently sized to store all vehicles that are directed to the facility. The storage yard must be located within the geographic boundaries of Mesa, including county land surrounded or partially surrounded by the Mesa City limits. Storage lots must meet all applicable zoning requirements as well as other State, County, or City laws or requirements. If a storage lot requires a Special Use Permit, the Offerer must provide evidence that they have applied for such permit prior to the proposal due date. The award would then be contingent upon completion of all requirements and approvals. The storage yard shall not be located within a wrecking yard that is in the business of dismantling vehicles.
- Abandoned vehicles shall become the responsibility of the Contractor; the City of Mesa shall not be charged for abandoned vehicle storage. Unless claimed by the registered owner, the Contractor may apply for title under State of Arizona abandoned vehicle regulations, after any necessary waiting period specified by law.

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Summary of RFP Specifications

Pricing Components of the RFP

Flat Rate Per Tow Fee: This fee shall include all costs for hookups, winching, preparation to tow, cleanup of debris, standby time, use of dollies when necessary, drive line dropping, mileage, and the first 24 hours of storage.

Hourly Rate: The Contractor may charge an hourly rate after the first hour, the first hour's labor being included in the flat rate towing fee.

Daily Price for Storage: The first 24 hours of storage shall be included in the flat rate towing fee. Daily storage charges are applicable to all subsequent 24-hour periods, prorated by 12-hour periods.

Open Lot After Hours Fee: A fee to open the lot after hours may be charged.

Cost Per Mile: There shall be no "cost per mile" tow charge when the tow is made to the Contractor's storage facility. Mileage may be charged only when the owner or agent requests the vehicle be towed to a location further than the Contractor's storage facility and then only for the difference in mileage. Once the vehicle is towed to and stored at the Contractor's lot, and the owner or agent wishes the vehicle to be towed to another location, the cost per mile charge may be applied.

Evaluation Criteria

Technical Capability	120 points	(30%)
Performance History		
Demonstrated Capability	140 points	(35%)
Manpower and Equipment		
Storage lot		
Financial Capability	60 points	(15%)
Price	80 points	(20%)