

Request for Proposal/Qualifications Towing Services



Release Date: Thursday, April 21, 2016
Response Due By: Thursday, May 5, 2016 at 12:00 p.m.

REQUEST FOR PROPOSALS/STATEMENTS OF QUALIFICATIONS FOR A TOWING SERVICE FOR THE CITY OF EASTVALE

Introduction

The City of Eastvale is inviting qualified towing firms to submit Proposals and Statements of Qualifications to provide:

- Towing services for vehicles impounded by Code Enforcement/Parking Control for expired registration, vehicle abatements, 72 hour violations and violations of the California Vehicle Code or Eastvale Municipal Code relative to parking violations. The applicant must be able to provide towing services every day of the year, 24 hours a day, and store impounded vehicles on applicant's property for various periods of time until vehicle is picked up by owner.

Background

The City of Eastvale is located in northwestern Riverside County, California, within the Inland Empire region of Southern California. Its boundaries extend from Hellman Avenue to the west (the San Bernardino county line), Philadelphia Avenue to the north (also the San Bernardino county line), the Santa Ana River and the City of Norco to the south and Interstate 15 to the east. The City was incorporated on October 1, 2010. The City is home to approximately 55,000 residents and boasts of the highest median income in Riverside County.

The City does not currently have a contract for towing services. It is the City's desire to solicit proposals for the purpose of securing a firm(s) to provide tow services for a period of time up to 24 months. At the end of this time period, the City may offer an extension, not to exceed an additional 12 months, to the successful firm or firms. At the conclusion of the original 24 or 36 month period, the City under its own discretion may recirculate the RFP.

The City's Code Enforcement Department and Riverside County Sheriff Department provide parking enforcement services. The City of Eastvale tows approximately 50 vehicles a year.

Anticipated Scope of Work

1. Provide towing services with either a flat bed truck or swing truck.
2. Provide towing services for vehicles being stored or impounded for various California Vehicle Code or Eastvale Municipal Code violations every day of the year with the availability to respond during any 24 hour period.
3. Remove inoperable or junk vehicles with little or no value.

4. Remove vehicles from tight spots or vehicles that are possibly wedged between other vehicles, without causing damage.
5. Perform lock out services on vehicles that need to be opened prior to towing, so that the vehicle can be properly inventoried.
6. Respond to location(s) within 15 minutes of being called.
7. Work under adverse conditions such as inclement weather or hostile/dangerous situations.
8. Work late at night or early morning hours, including weekends and holidays.
9. Remove any debris left in street from vehicle(s) being towed up to and including auto body parts, trash, debris or any fluids leaked (such as oil, radiator & transmission fluids).
10. Allow registered owner(s) to remove personal items from vehicle at storage yard until vehicle can be lawfully released.
11. Tow City vehicles without charging the City a fee.
12. Obtain General Liability and Auto Insurance per City regulations.
13. Obtain a City Business Registration.

Project Schedule

The applicant must be able to begin towing for the City of Eastvale immediately after being selected and approved by Eastvale City Council. The selected firm must be able to provide the requested services for a 24 month term with the possibility of extension, pursuant to an agreement that is acceptable to the City.

Proposal Criteria and Evaluation

Proposals will be evaluated for thoroughness and clear description of qualifications and needs of the City. This includes the ability to satisfy the following elements of the proposal:

- A fleet of trucks adequate to perform the services required.
- The tow truck drivers must be able to unlock and remove vehicles in a timely manner.
- Provide tow-trucks to locations in timely manner.
- Provide service 24/7 availability 365 days a year.

- Ability to remove debris or liquids left by vehicle from roadway.
- Provide a safe and secure yard for the storage of vehicles towed.
- Registration of the business with the City of Eastvale.
- Proof that the business is not subject to code enforcement penalties or action.
- Proof that the business has not been subject to criminal or civil penalties.
- Proof of adequate insurance for all aspects of the business.
- Proof of a training program for all drivers and maintenance program for all tow trucks.
- Proof of company policies requiring background checks for all drivers, and company requirement that all drivers are at least 21 years old.

Proposal/Qualification Requirements

The proposal should include a brief description of the firm's qualifications; a list of current tow trucks available for field use by your organization; a description of size, location and security of your yard; a complete and accurate listing of the firm's charges; all complaints filed against the company in the last 5 years, including information on the resolution of any such complaints; and a brief description of the company's procedures for retrieval of vehicles by owners.

Proposals will be accepted until Thursday, May 5, 2016, 12:00 p.m. (facsimiles will not be accepted).

Questions may be addressed to Vanessa Lopez, Code Enforcement Officer. Please submit five copies of the proposal, to the attention of:

Vanessa Lopez, Code Enforcement Officer
City of Eastvale
12363 Limonite Avenue
Eastvale, CA 91752
(951) 361-0900
vlopez@eastvaleca.gov