



# Post-solicitation Briefing Towing and Impound Services

**City Council “B” Session**

Presented by Richard Riley, Assistant Director, Police Department

December 11, 2024



# Presentation Overview

- Current Agreements
- JBSA Interest in Growdon Property
- Project Overview and Timeline
- Solicitation
- Next Steps

# Current Agreements

## Towing

- United Road Vehicle Management Solutions (URVMS)
- Subcontracts with 1 local dispatch and 5 local tow companies
- Provides police-directed tow management services
- Contract began December 2015 to September 2024; extended through December 2024 w/month-to-month option

## Impound

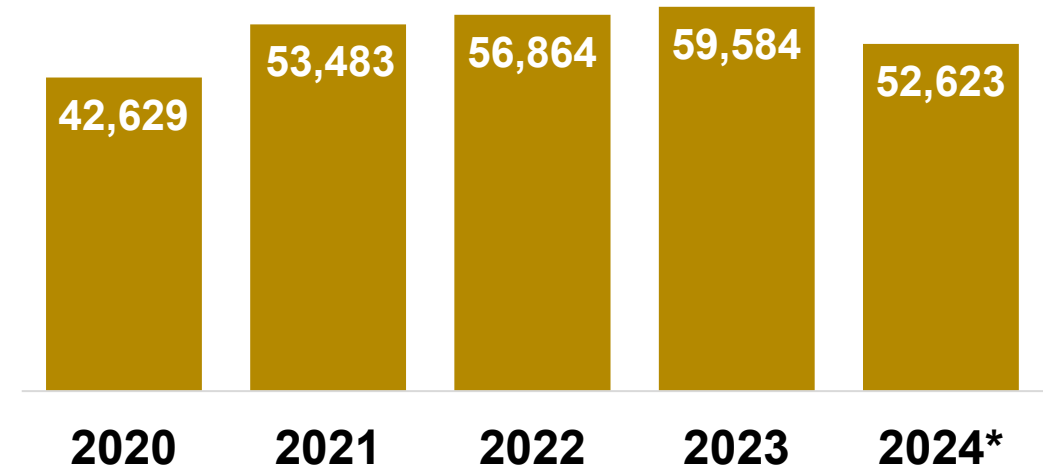
- Alanis Wrecker Service
- Subcontracts with AutoReturn, software
- Intake, storage and release of impounded vehicles
- Management of Growdon property including maintenance, environmental compliance and security
- Weekly auction of abandoned vehicles
- Contract began in 2017 to September 2024; extended through December 2024 w/month-to-month option

# Background: Towing Contract

## Towing Arrival Times

Location	Required ETA	Current Average ETA
Highway	20 mins	13 mins
City Streets	25 mins	12 mins
Heavy Duty	45 mins	30 mins

## Number of Tows



\* Jan to November



# Background: Impound Contract Performance

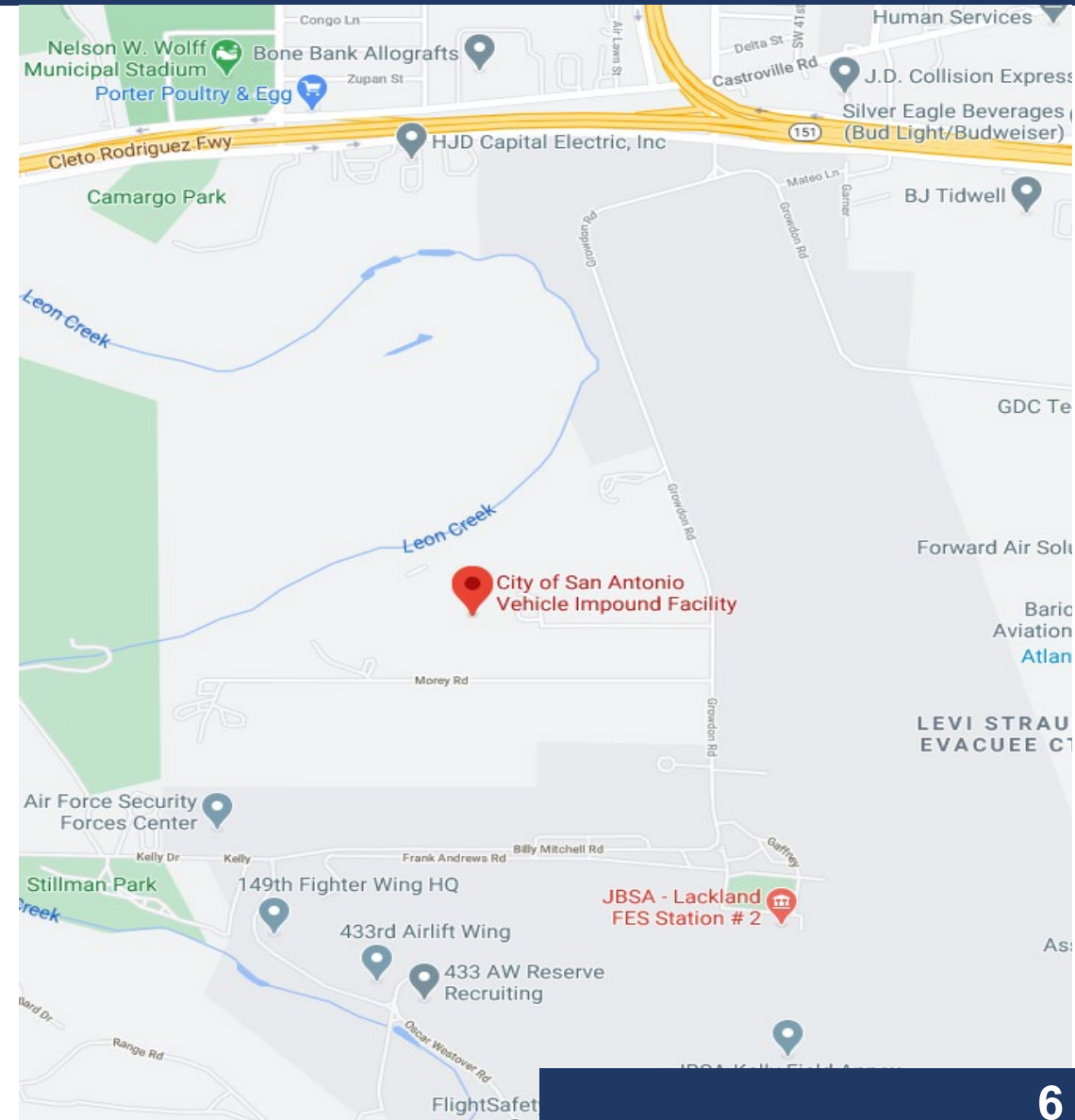


Year	Vehicles Impounded	Vehicles Auctioned
2020	30,998	7,978
2021	33,848	7,676
2022	37,822	7,735
2023	39,598	7,235
2024*	36,609	6,405

\*January to November 30, 2024

# Impound Location and JBSA

- Impound facility located at City-owned property at 3625 Growdon Road
- JBSA is interested in Growdon facility which is located within safety area necessary to support Munitions Storage Area expansion
- City is working with JBSA on details of potential transfer of land



# Project Overview

City issued a request for proposal seeking a contractor to provide management of municipal **towing** and **impound** operation services:

- Dispatch
- Police-initiated towing and recovery
- Towing management services and incident management of heavy-duty accidents
- Impound, vehicle storage, release and auction services
- Possible relocation of the City's Vehicle Storage Facility

# Project Timeline

## Pre-Solicitation

### **Council Pre-Solicitation B Session Briefing:**

- September 20, 2023

### **RFP Release Date:**

- December 6, 2023

## Solicitation

### **Deadline for Response:**

- March 22, 2024

### **Evaluation Committee Initial Meeting:**

- May 24, 2024

### **Evaluation Committee Interviews:**

- June 7, 2024

## Post Solicitation

### **Council Post-Solicitation Briefing:**

- December 11, 2024



# City Towing and Impound of Vehicles



- Towing Goals –

- Protect Public Safety
- Maintain clear roads
- Remove abandoned vehicles from streets
- Ability to measure performance

- Impound Goals –

- Protect Public Safety
- Assist residents with retrieval of vehicles
- Investigative evidentiary storage
- Provide a secure and environmentally safe facility

A close-up photograph of a person's hand holding a black smartphone. The hand is positioned on the left side of the frame, with the thumb and fingers visible. The background is blurred, showing a person's arm and torso in a dark blue shirt. The overall image has a professional, high-quality feel.

# Enhancements

## **Respondents asked to provide in proposal:**

- Innovative automation of entire lifecycle of a tow, from the dispatch request to storage and retrieval
- Ability for residents to locate their impound vehicles during the lifecycle of a tow from a computer or their cell phone
- Innovative optimization of tow dispatching
- Electronic tow service records and auction data collection systems
- Separate system for data collection of private property impounds (PPI) for the City

# Solicitation Overview

## Outreach

<b>NIGP Codes Identified</b>	<b>Towing NIGP codes:</b> 96890 – Towing 95841 – Fleet Management 99031 – Dispatching Fire, Police etc. <b>Impound NIGP codes are:</b> 96890- Vehicle Towing and Storage 96209- Auctioneer Services (to include internet type)
<b>Number of Vendors to be Notified</b>	<b>Central Vendor Registry: 260</b> <b>Veteran Owned Small Business (SBA/SCTRCA): 1</b> <b>Targeted Vendor Outreach: 3</b>
<b>Advertising</b>	<b>TVSA Channel 21</b> <b>COSA Bidding Opportunities website</b> <b>Express-News</b>

## Evaluation Voting Members

**María Villagómez, Deputy City Manager**

**Valerie Frausto, Chief, SAFD**

**Karen Falks, Assistant Chief of Police, SAPD**

**Dr. Jennifer Mata, Diversity, Equity, Inclusion and Accessibility Director**

**Craig Hopkins, Chief Information Officer**

**Melanie S. Keeton, Assistant Director, Finance**

**Richard Riley, Assistant Police Director, SAPD**

**Chris Benavides, Deputy Chief, SAPD**

**Dale Picha, P.E., Traffic Operations Manager, TXDOT**

# Solicitation Requirements

<b>Evaluation Criteria</b>	<p><b>30 points:</b> Experience, Background and Qualifications</p> <p><b>25 points:</b> Proposed Plan</p> <p><b>20 points:</b> Pricing</p> <p><b>10 points:</b> SBEDA Program (SBE – 5 points; M/WBE – 5 points)</p> <p><b>10 points:</b> Local Preference Program</p> <p><b>5 points:</b> Veteran Owned Small Business Preference Program</p>
<b>Additional Requirements</b>	<p>Audited Financial Statements: Required</p> <p>SBEDA Subcontracting Requirements: 40% SBE</p> <ul style="list-style-type: none"><li>• Self-performance by Prime respondents did not count toward subcontracting goals.</li><li>• Prime was required to subcontract at least 40% of the contract value to one or more small, minority or women-owned businesses.</li></ul>

# Due Diligence

## Finance and Auditor Departments – Due Diligence Results

# of vendors notified:

260

# of vendors at pre-submittal conference:

14

# of responses received:

3; one respondent deemed non-responsive for failure to meet SBEDA subcontracting requirements

Results of Minimum Requirements Review

No Material Findings

Results of Due Diligence Review

No Material Findings



# Initial Evaluation

INITIAL SCORE MATRIX			
<b>RFP for Management of Towing &amp; Impound Services (23-117; 6100017141)</b>  <b>Score Summary INITIAL EVALUATION May 24, 2024</b>	Maximum Points	<b>URT United Road Towing Inc., 18661 90th Ave Suite E Mokena, IL 60448</b>	<b>UR International, Inc., 10701 Corporate Dr., Suite 377 Stafford, TX 77477</b>
A - Experience, Background and Qualifications	30	26.67	21.00
B - Proposed Plan	25	21.00	16.78
A - B Sub-Total	55	47.67	37.78
C - Price	20	10.90	20.00
D - SBEDA - SBE Prime Contract Program	5	0.00	0.00
D - SBEDA - M/WBE Prime Contract Program	5	0.00	0.00
E - Local Preference Program	10	0.00	0.00
F - Veteran-Owned Small Business Preference Program	5	0.00	0.00
TOTAL SCORE	100	58.56	57.78
RANK BASED ON TOTAL SCORE		1	2

# Final Evaluation

FINAL SCORE MATRIX			
<b>RFP for Management of Towing &amp; Impound Services (23-117; 6100017141)</b>  <b>Score Summary FINAL EVALUATION June 7, 2024</b>	<b>Maximum Points</b>	<b>URT United Road Towing Inc., 18661 90th Ave Suite E Mokena, IL 60448</b>	<b>UR International, Inc., 10701 Corporate Dr., Suite 377 Stafford, TX 77477</b>
A - Experience, Background and Qualifications	30	27.11	7.67
B - Proposed Plan	25	21.89	7.55
A - B Sub-Total	55	49.00	15.22
C - Price	20	10.90	20.00
D - SBEDA - SBE Prime Contract Program	5	0.00	0.00
D - SBEDA - M/WBE Prime Contract Program	5	0.00	0.00
E - Local Preference Program	10	0.00	0.00
F - Veteran-Owned Small Business Preference Program	5	0.00	0.00
<b>TOTAL SCORE</b>	<b>100</b>	<b>59.90</b>	<b>35.22</b>
<b>RANK BASED ON TOTAL SCORE</b>		<b>1</b>	<b>2</b>

# Key Financial Terms

- No changes to current fees paid by public
- Contract allows for future increases with approval by the City

Tow Fees	Amount	Impound Fees	Amount
Light	\$210	Impound one-time	\$20 + tax
Medium	\$350	Storage (daily)	\$20 + tax
Heavy (2 hr. min.)	\$410	Notification one-time	\$50
		Auction Processing (vehicle sold)	\$32
		Online Auction (vehicle sold)	10%

# Key Financial Terms

- 10-year agreement with two additional 5-year options
- City receives gross revenues from impound fees and auctions and receives a portion of towing fees
- City pays a negotiated management fee to URT Road Towing
- Contract will keep revenues received by the City consistent with current revenue. Average revenue for past 3 years \$6.7 million
  - FY 2022 - \$7.8 Million
  - FY 2023 - \$6.8 Million
  - FY 2024 - \$5.5 Million

# Relocation of Impound Facility

- City intends to relocate the current impound facility located at 3625 Growdon Road to 1 or 2 facilities to improve access to the public
- Location(s) being identified/evaluated in coordination with URT United Road Towing
- Once location is identified, City will begin the process of transferring the Growdon Road property to JB SA





# Next Steps

January 2025 “A” Session: Council consideration to:

- Consideration of a 10-year agreement with 2 additional 5-year options with URT United Road Towing, Inc. for towing management and impound operations services
  - Negotiation of revision of financial terms
- Finalize potential location(s) to relocate the Growdon Pound and negotiate with JBSA to transfer Growdon Property
  - Briefing to City Council of potential impound locations



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