



# 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

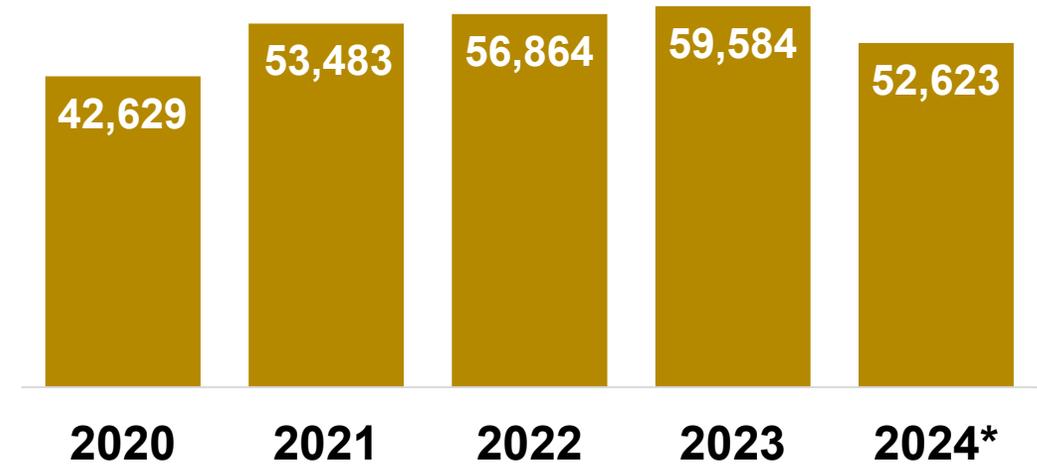
- Alanis Wrecker Service
- Subcontracts with AutoReturn, software
- Intake, storage and release of impounded vehicles
- Management of Growdon property including maintenance, environmental compliance and security
- Weekly auction of abandoned vehicles
- Contract began in 2017 to September 2024; extended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

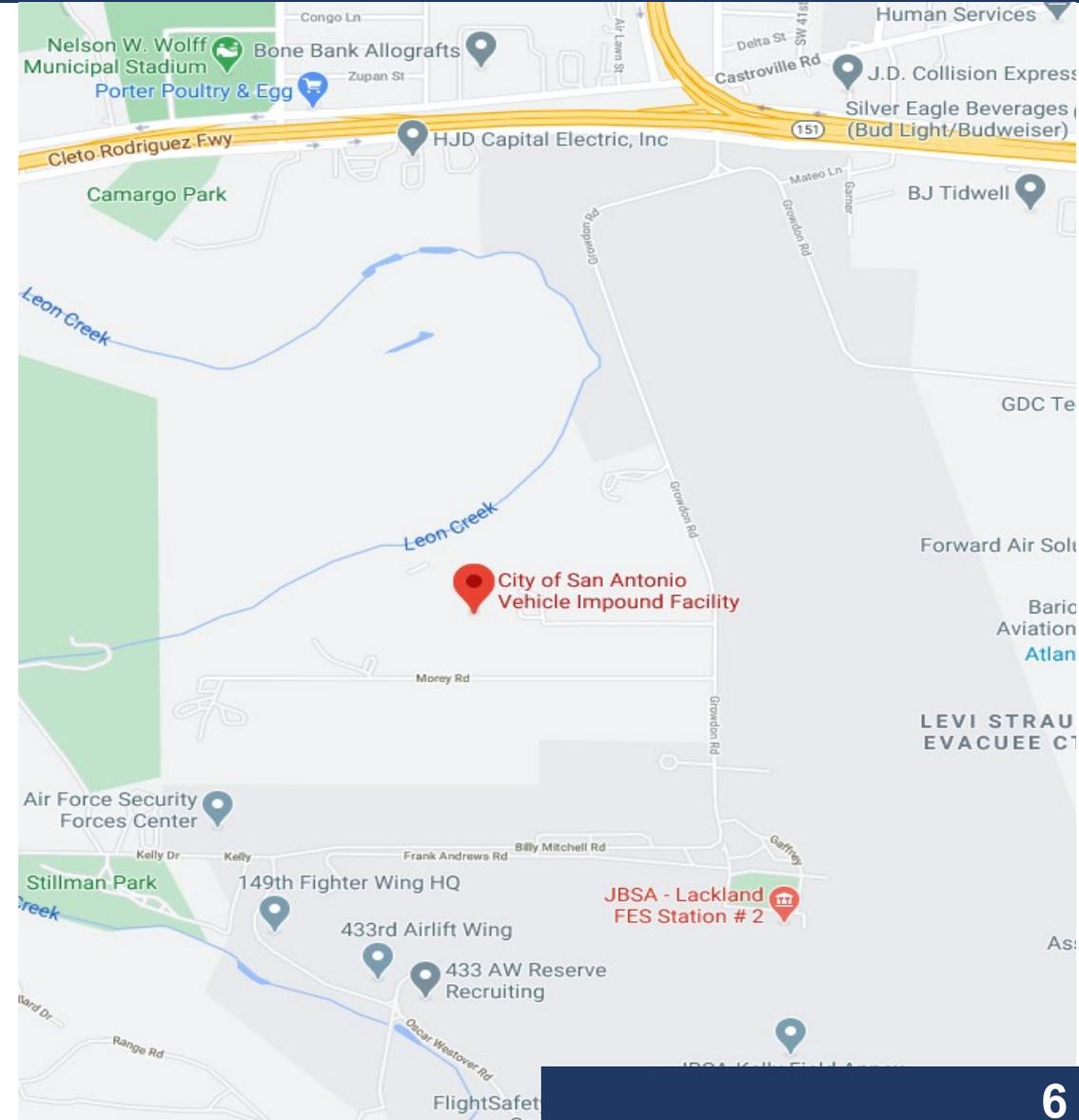


Year	Vehicles Impounded	Vehicles Auctioned
2020	30,998	7,978
2021	33,848	7,676
2022	37,822	7,735
2023	39,598	7,235
2024*	36,609	6,405

\*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

# 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

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

## 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

## Evaluation Criteria

- 30 points:** Experience, Background and Qualifications
- 25 points:** Proposed Plan
- 20 points:** Pricing
- 10 points:** SBEDA Program (SBE – 5 points; M/WBE – 5 points)
- 10 points:** Local Preference Program
- 5 points:** Veteran Owned Small Business Preference Program

## Additional Requirements

- Audited Financial Statements: Required
- SBEDA Subcontracting Requirements: 40% SBE
  - Self-performance by Prime respondents did not count toward subcontracting goals.
  - Prime was required to subcontract at least 40% of the contract value to one or more small, minority or women-owned businesses.

# 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>	<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	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
<b>TOTAL SCORE</b>	<b>100</b>	<b>58.56</b>	<b>57.78</b>
<b>RANK BASED ON TOTAL SCORE</b>		<b>1</b>	<b>2</b>

# 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
TOTAL SCORE	100	59.90	35.22
<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

<b>Tow Fees</b>	<b>Amount</b>	<b>Impound Fees</b>	<b>Amount</b>
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 JB SA to transfer Growdon Property
  - Briefing to City Council of potential impound locations



# Post-solicitation Briefing Towing and Impound Services

**City Council “B” Session**

Presented by Richard Riley, Assistant Director, Police Department

December 11, 2024