



City of San Antonio

Agenda Memorandum

File Number:15-3215

Agenda Item Number: 5.

Agenda Date: 5/28/2015

In Control: City Council A Session

DEPARTMENT: Police

DEPARTMENT HEAD: Anthony L. Trevino, Interim Chief of Police

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Authorizing the negotiation and execution an Agreement to provide management oversight of the towing services for the City of San Antonio Police Department

SUMMARY:

This ordinance authorizes the negotiation and execution of Management of Towing Services Agreement to provide management oversight of the towing services for the City of San Antonio Police Department.

BACKGROUND INFORMATION:

On January 18, 2015 the Police Department solicited proposals to manage towing services for the City. In these services, the City will require a towing management system capable of performing dispatching, recording, oversight, auditing and report generation regarding Police initiated towing services performed by City qualified, and experienced state licensed towing companies. The selected contractor will be responsible for subcontracting with qualified, licensed tow companies to provide this service. Additionally, the contractor will oversee and manage the assignment of Police directed tows and the performance of the services provided.

During year one of the contract, the response time will remain at the current performance standard of thirty (30) minutes. This will allow the contractor to gather tow request trends of locations, times, and equipment needed. With the data and trends collected during year one, the contractor will be contractually required to provide a quicker response beginning in year two of the contract; twenty (20) minutes on major highways and twenty-five (25) minutes on City surface streets. This will result in returning officers to service quicker and reduce the time citizens are delayed by the accident induced traffic congestion. The quicker response time will allow for the

Police Department to respond to 5,500 more service calls, while affording the Fire Department 1,596 Unit hours available to respond to emergencies. In addition, this model will open opportunities for local small businesses to participate in providing these services to the City and gain the experience and training not currently available under the present agreements. This contract will also allow for a savings within the Department of \$41,000, which equates to one full time position.

Four (4) responsive proposals were received in response to the City's RFP from the following companies: Alanis Wrecker Services, TEGSCO, LCC dba AutoReturn, Texas Towing, and United Road Towing dba Vehicle Management Solutions.

A ten (10) person Evaluation Committee consisting of personnel from the City Manager's Office; Fire Department; Police Department; Finance Department; Information Technology Department; Center City Development Department and the Texas Department of Transportation were tasked with evaluating the proposals. The Committee's first evaluation meeting took place on April 7, 2015 and at the end of the discussions and evaluation scoring, the Committee requested that all four (4) companies be present for an interview.

During the interview the companies were asked to highlight their experience, background and proposed plan and were subjected to questions from the Evaluation Committee. Following the interview/presentation forum, Evaluation Committee members submitted their individual scores for each presentation. Based on its evaluation, the committee recommends United Road Towing dba Vehicle Management Solutions (URVMS) for this contract, as the highest ranked and most responsive firm. A copy of the scoring matrix summary is included herein as Attachment A.

The Department and URVMS have agreed to the following terms: tow rates, quicker response times for year 2, response time violations, and the percentage of the contract that will be performed by subcontractors. The light duty rate will increase to \$158. The rate is midpoint in relationship to comparable cities. (Attachment B) With the exception of heavy duty requests, the response time for year one will be thirty (30) minutes. (The heavy duty wrecker response time is forty-five (45) minutes.)The performance rating will be evaluated monthly and based on the overall monthly response time. If a monthly 98% response times is not met, violation fees will be as follows:

Year 1	
Contractor's Rating	Fee Paid to City
97%	\$5,500
96%	\$6,000
95%	\$6,500
94%	\$7,000 (will not exceed \$7,000)

Year two response time performance will be twenty (20) minutes on major highways and twenty-five (25) minutes on City surface streets for wrecker requests. Response times for Zones and Citywide will remain at thirty (30) minutes to ensure that each area of the City has prompt towing service. If a monthly 98% response times is not met in all categories, the violation fees will be as follows:

Year 2+

Area	Response Time	97%	96%	95%	94%
Major Highways	20	\$3,000	\$3,500	\$4,000	\$4,500
City Streets	25	\$100	\$150	\$200	\$250
Zones	30	\$100	\$150	\$200	\$250
Citywide	30	\$2,000	\$2,500	\$3,000	\$3,500
Heavy Duty	45	\$100	\$150	\$200	\$250

Fees increase by 10% for Consecutive month below 98%

URMS will subcontract 79.7% of the required contract services and must maintain six (6) subcontractors at all times. Any change to the subcontractors' individual percentages or change in subcontractors must be approved by the Department and the Economic Development Department. URVMS will maintain a \$1,000,000 performance bond throughout the contract term.

Pre-solicitation briefings were made to Public Safety Council Committee on January 7, 2015 and to High Profile Council Committee on January 13, 2015. Also, a post-solicitation briefing was made during B Session on May 20, 2015. During the briefing, periodic performance updates to the City Council was requested. Staff will provide briefings to the Public Safety Council Committee every six months with the first briefing to occur in June 2016. In addition, an annual performance briefing will be provided to the full City Council, with the first briefing to occur in December 2016.

ISSUE:

The City's current towing contracts terminate on November 30, 2015 and upon such termination the City will lack towing services providers.

ALTERNATIVES:

Alternatives include designating tow service providers for a period of time that would allow another Request for Proposal process to be conducted.

FISCAL IMPACT:

The City will be paid \$7.00 for every police directed tow or approximately \$312,900 annually in revenue. In addition, the City will receive free towing services for all Police vehicles (light and medium) and free tire changes and battery jumps. This contract will also allow for a savings within the Department of \$41,000, which equates to one full time position. The total Department cost will be \$301,700.

RECOMMENDATION:

Staff recommends approval to negotiate and execute a contract with United Road Vehicle Management Solutions to provide management oversight of the towing services for the San Antonio Police Department.