

CITY OF ST. HELENS



REQUEST FOR PROPOSALS EXCLUSIVE TOWING SERVICES

Date of Issue: **May 21, 2026**

Closing Date and Time: **June 18, 2026 at 4:00 p.m. (Pacific)**

Single Point of Contact (SPC):
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City of St. Helens
265 Strand Street
St. Helens, OR 97051

E-mail (SPC): jwalsh@sthelensoregon.gov

The City of St. Helens promotes equal opportunity for all individuals without regard to age, color, disability, marital status, national origin, race, religion or creed, sex or gender, sexual orientation, or veteran status.

CITY OF ST. HELENS

REQUEST FOR PROPOSALS
EXCLUSIVE TOWING SERVICES

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CITY OF ST. HELENS

REQUEST FOR PROPOSALS
EXCLUSIVE TOWING SERVICES

SECTION 1: GENERAL INFORMATION

1.1 INTRODUCTION

The City of St. Helens, an Oregon municipal corporation (“City”), is issuing this Request for Proposals (“RFP”) to seek proposals from qualified professionals to provide exclusive towing services.

We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service and enhancement to create a successful partnership with the City.

We encourage you to be creative and educational in your response. Feel free to include information about prior community involvement in the local area. While your format must be consistent with the requirements of the RFP, if you believe there is additional information that would be beneficial to us, there is a section at the end where you can provide such information.

A City review panel, consisting of staff from multiple departments, will review each proposal for pricing and service. The panel will recommend a provider for the City Council to ultimately approve and work towards an exclusive use contract. The City anticipates the award of one (1) contract from this RFP. The initial term of the agreement is anticipated to commence upon approval by the City Council and continue through December 31, 2027, with an option for two one-year extensions, at the City’s discretion.

The complete RFP will be made available on the City’s website (www.sthelensoregon.gov/rfps).

1.2 SCHEDULE

The table below represents a tentative schedule of events. All times are the local time in the City of St. Helens, Oregon. All dates listed are subject to change through issued Addenda.

Event	Date	Time
Issuance of RFP and Publication on City Website	May 21, 2026	
Questions/Requests for Clarification Due	June 4, 2026	5:00 PM
Issuance of Answers/Addenda Deadline	June 11, 2026	4:00 PM
Deadline to Submit Proposals	June 18, 2026	4:00 PM
Selection of Finalist(s) to Interview	June 25, 2026	
Interviews, if needed	July 2, 2026	
Contract Commences	Upon City Council Approval	

1.3 SINGLE POINT OF CONTACT (SPC)

The SPC for this RFP is identified on the Cover Page, along with the SPC's contact information. Vendor shall direct all communications related to any provision of the RFP only to the SPC, whether about the technical requirements of the RFP, contractual requirements, the RFP process, or any other provision.

Any questions should be directed to the SPC, John Walsh, City Administrator, at jwalsh@sthelensoregon.gov. Written responses will be available to all interested parties on the City's website at www.sthelensoregon.gov/rfps.

1.4 ADDENDA

The City may modify the RFP at any time at least five (5) days prior to the RFP due date, by issuance of a written addendum that shall be posted on the City's website listed in Section 1.3. The City will provide notice of the addenda to all vendors registered with the City at the time the addendum is issued. Addenda will be numbered consecutively. You must be registered with the SPC to receive notice of any addenda.

SECTION 2: INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

2.1 SUBMITTALS

All proposals must be received by the City no later than 4:00 p.m. on June 18, 2026. Proposals may be emailed, delivered to City Hall, or mailed but must be received no later than 4:00 p.m. on the deadline date. The outside of the sealed envelope should be marked “Exclusive Towing RFP Proposal.” Electronic submissions must be in the form of one single PDF document. Submissions shall become the property of the City of St. Helens without obligation. Late submittals will not be accepted.

Email Address:

jwalsh@sthelensoregon.gov

Mailing/Physical Address:

City of St. Helens
ATTN: John Walsh
265 Strand Street
St. Helens, OR 97051

We will make every effort to administer the proposal process in accordance with the terms and dates discussed in the RFP. However, we reserve the right to modify the proposal process and dates as deemed necessary.

2.2 SELECTION

The selection of the successful proposal will be based upon responses received to the criteria included in Section 5 of this proposal.

The City of St. Helens reserves the right to reject all proposals, and has the right, in its sole discretion, to accept the proposal it considers most favorable to the City's interests and the right to waive minor irregularities in procedure.

SECTION 3: SCOPE OF SERVICES

The successful vendor must be able to respond to all tows within 20 minutes of dispatch. If the tow cannot be at location within the 20 minutes of dispatch, the City will move onto a 2nd or 3rd or further option. The successful vendor must have the capacity to tow cars, trucks, boats, and RVs.

3.1 PRIORITY TASKS

Below is a list of all services required. Your response should include all of these services along with anticipated pricing for each item listed.

- Standard Tow
 - No extraordinary winching required. No standard tow will be paid for a “blocked driveway.” If a flatbed is used and a winch is not necessary beyond the point of pulling the car onto the flatbed, no winch is to be paid.
- Standard Tow with Winch
 - Requiring an extraordinary winch, or the use of skates. (Examples: removing a car from railroad tracks, out of a house, or off a pole.) Must include picture verifying the need for winching to be paid at this rate. If a flatbed is used and a winch is not necessary beyond the point of pulling the car onto the flatbed, no winch is to be paid. This rate will only be paid in the event that a car is inaccessible to the tow truck.
- Heavy Tow
 - If possible, more than two axles. This rate of pay will require vehicle weight of more than 6,500 lbs.
- Heavy Tow with Winch
 - If possible, more than two axles. This rate is for extra heavy vehicles stuck in extraordinary situations. (Examples: when a vehicle is on railroad tracks, requiring removal from a house, or off a pole.) This rate of pay will require a picture supporting the payment at this rate.
- Standard Tow with Clean-up
 - You will be paid for each car involved in an accident that is towed. This price includes the possibility of all necessary clean-up including the time it takes, and use of your own supply of absorbent. The vendor should be aware that some accident tows will require a greater or lesser amount of time and/or clean-up. To be compensated at this price, the City will need pictures or documentation indicating the severity of the accident verifying the need for extraordinary clean-up.

- Standard Tow with Winch and Clean-up
 - You will be paid for each car involved in an accident that is towed. This price includes any winching, the use of skates, all necessary clean-up (including length of time for clean-up), and use of your own absorbent. To be compensated at this price, the City will need pictures or documentation indicating the severity of the accident verifying the need for extraordinary clean-up.

- Boat on Trailer
 - Towing of a boat already on a trailer, which essentially requires less work than a boat not on a trailer.

- Boat not on Trailer
 - Towing a boat not on a trailer.

- Small Bikes, Snow Blowers, Lawn Mowers, Motorized Scooters, Motorized Bikes
 - Small motor tows.

- Gone on Arrivals (GOA)
 - In the event that tow truck is dispatched, but the tow is no longer needed, the tow truck company will be paid \$____. Examples include: when a call is dispatched and the Police release the car to AAA or another company once the tow truck is on scene, or the call is cancelled after the tow truck is en route to the scene. GOA does not consist of instances where a flatbed tow truck is requested, and a wheel lift tow truck is sent, or the call is cancelled within 10 minutes of being given. In the event that this occurs, there will be no payment made to the towing company. Also, if a two-car accident is called and both are given away, only one GOA will be paid.

- Mini Tow
 - The cost to move a vehicle out of the way of a driveway that is blocked, or out of the way of a fire hydrant. This is mostly used to hook and move a short distance. It can also include a situation where the vehicle is hooked-up to move and released to the owner to move instead (Hook and Drop). Usually, the distance is no more than around a block. This charge will still be paid if the tow truck is on scene, and the Police Department allows the owner to move the car.

- Tire Change
 - Changing a tire for a City vehicle within Columbia County limits.

- Jump Start
 - Jumping a City vehicle within Columbia County limits.

- Lock Out
 - Using a Slim Jim or long bar to unlock the door of a City vehicle.

- Emergency Situations
 - At the discretion of the Police Chief or City Administrator, this rate will be paid on an as needed basis when special towing services are requested for the City of St. Helens. Examples of this would include response requests involving snow emergencies, driving outside the city limits, remaining on call at the scene of a race or parade where the Police Chief may require immediate service(s), or any other situation the Police Chief or City Administrator deem to be an extraordinary or emergency situation. In the event that such towing services are rendered, the Police Chief or City Administrator may authorize that an additional hourly rate be paid to the towing company.

- Tow Reports
 - Exclusive towing vendor selected will reimburse Police for printing costs associated to print tow reports.

- Storage
 - The contractor must have a secured lot for vehicle impounds.
 - The contractor must have an enclosed building capable of housing two vehicles out of the elements for evidentiary purposes, i.e., waiting on the execution of a search warrant, a vehicle involved in a homicide, etc.

SECTION 4: PROPOSAL REQUIREMENTS

In order for us to adequately compare and evaluate proposals objectively, all proposals must be submitted in the following format. Not doing so will be reflected in the overall scoring. Font size shall be no smaller than 12 pt.

a. Title Page/Cover

It should include the name of the vendor, principal business address, phone number, email address of main contact for vendor, and a copy of your St. Helens Business License.

b. Table of Contents

One printed page maximum.

c. Transmittal Letter

The letter should address the vendor's willingness and commitment to serve the City of St. Helens. This includes providing the services and why the vendor believes it should be selected as the exclusive towing company for the City of St. Helens.

d. Section 1 – Business Profile and Staff

- Please provide a brief history of your company including how long you have been in business and your experience providing towing services.
- Include contact information for five (5) business references including name, email address, and phone number.

e. Section 2 – Pricing

- Provide in this section the pricing for the specifics mentioned in this RFP.
- If there are additional services you believe should be added, please note them in this section.
- If you are willing to negotiate your prices with the City, please note that in this section.

f. Section 3 – Other Information / Services

This is YOUR opportunity to include any information or services you believe should be known to the RFP Rating Committee for the City of St. Helens. In this section, you may also provide any such information that you feel you need to share to help the City make the best selection for a provider.

SECTION 5: EVALUATION CRITERIA

5.1 EVALUATION MATRIX

Evaluation Criteria	Weight (%)	Score (1-5)	Weighted Score
Comprehensiveness of Services Provided	20%		
Understanding of Scope and Approach	20%		
Cost Effectiveness	20%		
References and Past Performance	20%		
Other Factors	10%		
Format Completeness	10%		

Total 100%

5.2 SCORING RUBRIC

Score Description

- 5 Excellent – Exceeds all requirements; outstanding qualifications and approach
- 4 Good – Meets all requirements; above-average qualifications and approach
- 3 Satisfactory – Meets most requirements; acceptable qualifications and approach
- 2 Fair – Meets some requirements; limited qualifications or unclear approach
- 1 Poor – Does not meet requirements; lacks qualifications or coherent approach

5.3 EXPANDED EVALUATION CRITERIA

5.3.1 Comprehensiveness of Services Provided (20%)

Overall feeling of capabilities of the vendor to meet the service levels described in this RFP and how effectively they can be offered to the St. Helens community members.

5.3.2 Understanding of Scope and Approach (20%)

This criterion evaluates how well the vendor understand our needs and goals.

5.3.3 Cost Effectiveness (20%)

This criterion considers the overall value of the proposal in relation to the cost.

5.3.4 References and Past Performance (20%)

Evaluators will review the vendor's reputation and reliability based on past work.

5.3.5 Other Factors (10%)

Consideration of any other factors that the City believes are in our best interest to consider based on information provided or not provided in response to the RFP.

5.3.6 Format Completeness (10%)

Points awarded based on vendor's response to the requirements of the proposal.

Maximum Points Possible: 30

SECTION 6: ADDITIONAL INFORMATION

- 6.1** We reserve the right to reject any and all proposals, cancel all or part of this RFP, waive any minor irregularities, and to request additional information from proposing vendors. All costs incurred in connection with preparing and submitting a proposal is the responsibility of the vendor. Our decision to award a contract will be based upon many factors including, but not limited to, service, and innovation. No single factor, such as cost, will determine the final decision to award. All respondents will be informed of the decision made about the vendor selected. Respondents will not be provided with detailed information about the rating of their response. Respondents must comply with relevant federal, state, and local laws, regulations, rules and other requirements.