

REQUEST FOR PROPOSALS

Exclusive Towing Services

City of St. Helens, Oregon

**DATE:
October 8, 2020**

**City of St. Helens
265 Strand Street
St. Helens, OR 97051
(503) 366-8227**

GENERAL INFORMATION

The City of St. Helens seeks proposals for providing towing services exclusively for the City of St. Helens, Oregon. 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 complete RFP will be made available on the City's website (www.sthelensoregon.gov/rfps).

ESTIMATED TIMETABLE OF RFP:

Distribution of RFP	October 8, 2020
Deadline for Questions	October 23, 2020
Proposal Submission Deadline	November 9, 2020
City Panel Review	November 9-11, 2020
Forward Recommendation to City Council	November 18, 2020
Notification of Selected Provider(s)	November 19, 2020
Contract Negotiation & Signature	November 19 – December 7
City Council Approval of Contract	December 16

We have made every effort to include sufficient information within this RFP for a vendor to prepare a responsive, comprehensive proposal. The timing of the proposal process is as follows:

- a) Distribution of Request for Proposal: October 8, 2020
- b) Deadline for Questions is October 23, 2020. All questions must be asked no later than this date to ensure that all proposers can receive the information.
- c) Proposal Submission: Proposals must be delivered directly to City Hall no later than **November 9 at 10:00 AM**. Late submissions after the deadline or proposals delivered via fax/email will not be accepted. A total of five (5) identical proposals must be submitted and labeled as follows:

City of St. Helens
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ATTENTION: Matt Brown

- d) Notification: We anticipate notification to all vendors regarding the outcome of the review and begin the contract process with the selected vendor by November 19.
- e) Conversion Activities: The awarded vendor will be required to coordinate with our staff all the activities necessary to ensure smooth installation.

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.

BID/RFP Information

The City of St. Helens invites all interested parties to submit proposals for the services described herein. 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.

Below is a list of all services required; your RFP 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. (Example: 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. (Example: 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 \$ [REDACTED]. 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 in 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 canceled 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.
- MiniTow
 - 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 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 vendor selected will reimburse Police for printing costs associated to print tow reports. (Most recently ordered in Feb of 2018, 200 sets of 3-prt carbonless forms cost \$91.50)

Required Format Proposal

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

Title Page/Cover

It should include the name of the vendor, principle business address, phone number, email address of a specific contact individual, and a copy of your St. Helens Business License.

Table of Contents

One printed page maximum

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 community.

Section 1 – Business Profile and Staff

- a) Please provide a brief history of your company including how long you have been in business and your experience providing service
- b) Include five (5) business references

Section 2 – Pricing

- a) Provide in this section the pricing for the specifics mentioned in this RFP.
- b) If there are additional services you believe should be added, please note them in this section.
- c) Please provide to the City if you are willing to negotiate your prices.

Section 3 – Other Info / 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.

EVALUATION OF PROPOSALS

The evaluation criteria will include the following:

- A. **Comprehensiveness of Services Provided:** 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.
(Scoring = 0-5)
- B. **Reference List:** Points provided if reference list is provided as requested.
(Scoring = 0-5)
- C. **Service Enhancements:** The vendor's efforts to understand our needs and goals.
(Scoring = 0-5)
- D. **Other Factors:** Any other factors that the City believes are in our best interest to consider based on information provided or not provided in the RFP.
(Scoring = 0-5)
- E. **Format Completeness:** Full points awarded if the vendor has followed the format proposal reflected in this RFP. (Scoring = 0-5)

Total Points Possible = 25 Points Max

Final Comments:

The City of St. Helens is committed to providing equal opportunities to State of Oregon certified Minority, Disadvantaged and Women's Business Enterprises in contracting activities. 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 consultant 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.

Questions regarding this RFP may be directed to:

Matt Brown, Assistant City Administrator
265 Strand Street
St. Helens, OR 97051
Office: 503-366-8227
Email: mbrown@ci.st-helens.or.us