



CITY OF ROUND ROCK

RFP NO. 16-018

WRECKER AND IMPOUND SERVICES

Solicitation: 16-018

Addendum No: 2

Date: 09/07/2016

This Addendum No. 2 response is to make several changes to the original RFP document, answer all questions, and provide additional information as requested and submitted in reference to RFP No. 16-018 for Wrecker and Impound Services by the deadline on Friday, August 26, 2016.

THE FOLLOWING ARE CHANGES TO THE ORIGINAL RFP DOCUMENT FOR WRECKER AND IMPOUND SERVICES AS OUTLINED BELOW:

Change Section I, General, page 4 of 24, paragraph one to read as follows:

CHANGE FROM: The City of Round Rock, Texas herein after "City", is soliciting request for proposals to enter into an agreement with a qualified Individual, Firm, or Corporation, herein after referred to as "Respondent," to be the "sole" provider of wrecker and impound services for all incident tows. An "incident tow" is defined for the purpose of this RFP as a non-consent tow of a vehicle in which the wrecker is summoned by a "peace officer" because of a traffic accident or to an arrest.

CHANGE TO READ: The City of Round Rock, Texas herein after "City", is soliciting request for proposals to enter into an agreement with a qualified Individual, Firm, or Corporation, herein after referred to as "Respondent," to be the "sole" provider of wrecker and impound services for all incident tows. An "incident tow" is defined for the purpose of this RFP as a non-consent tow of a vehicle in which the wrecker is summoned by a "department" because of a traffic accident or to an arrest.

Change Section I, General, page 4 of 24, paragraph one to read as follows:

CHANGE FROM: 1. BACKGROUND / HISTORY: For the purposes of this RFP for wrecker and impound services, the Round Rock Police Department ran a monthly report in order to determine the average number of tows for the period beginning January 1, 2014, through December 2015, which is outlined as follows: On average, there were 1.55 tows per hour over a 24-hour period. On the extreme high end, there were a couple of days in January of 2014 where there was ice and there were 20 and 22 tows during the hours of 0600 and 1300, however, those numbers are outliers and not really representative of even "bad" days. Based on the fact the Round Rock Police Department averaged 1.55 tows per hour but there is a wide range of extremes, the RRPD reached a deviation of 10.18. When adding this deviation of 10.18 to the average of 1.55, the number of tows came to approximately twelve (12) tows per hour, which is an approximate representation of RRPD's needs on a "bad" day but not an extreme day, such as a major ice storm or flood event.

CHANGE TO READ: 1. BACKGROUND / HISTORY: For the purposes of this RFP for wrecker and impound services, the Round Rock Police Department studied the number of tows during the period, August 1, 2015, to July 31, 2016, as well as for Calendar 2014 and 2015. In 2014, the Department saw 3,916 tows from the existing



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wrecker rotation list. In 2015, total rotation tows were 3,170, and in the most-recent period studied, that number totaled 3,391. The average number of tows per day was 10.7 for calendar 2014, 8.7 for calendar 2015, and 9.3 for the August 2015-July 2016 period.

Change Section II, Statement of Work, Section 5.2.8, page 8 of 24 to read as follows:

CHANGE FROM: Respondent shall provide vehicle towing service within **thirty (30) minutes** from the initial request for service for a Light or Medium Duty Tow being communicated to the Respondent, and within **forty-five (45) minutes** from the initial request for service of a Heavy Duty Tow being communicated to the Respondent, except in extraordinary situations where reasonable delay is caused by weather-related conditions.

CHANGE TO READ: Respondent shall provide vehicle towing service within **TWENTY (20) minutes** from the initial request for service for a Light or Medium Duty Tow being communicated to the Respondent, and within **THIRTY (30) minutes** from the initial request for service of a Heavy Duty Tow being communicated to the Respondent, except in extraordinary situations where reasonable delay is caused by weather-related conditions.

Change Section II, Statement of Work, Section 5.2.11, page 8 of 24 to read as follows:

CHANGE FROM: 5.2.11 Respondent shall transport equipment consistent with the size of the vehicle and the circumstances resulting in the incident tow request. At a minimum, all wreckers shall be equipped with the following equipment, which at all times shall be maintained and in working order:

- (1) Slings and/or tow bars along with "J" hooks and chains;
- (2) Safety chain;
- (3) Ten (10) pound extinguisher (or the equivalent);
- (4) Shovel;
- (5) Wrecker bar;
- (6) Broom;
- (7) Dolly (for vehicles equipped);



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- (8) Ropes or other device for securing steering wheel;
- (9) Overhead visibar or beacon type light visible from front and rear;
- (10) Tow lights; and
- (11) Power-operated winch, winch line and boom; with a rated or tested lifting capacity of not less than eight thousand (8,000) pounds single line capacity (truck must include the manufacturer's certificate).

CHANGE TO READ: 5.2.11 Respondent shall transport equipment consistent with the size of the vehicle and the circumstances resulting in the incident tow request. At a minimum, all wreckers shall be equipped with the following equipment, which at all times shall be maintained and in working order:

- (1) Slings and/or tow bars along with "J" hooks and chains;
- (2) Safety chain;
- (3) Ten (10) pound extinguisher (or the equivalent);
- (4) Shovel;
- (5) Wrecker bar;
- (6) Broom;
- (7) Dolly (for vehicles equipped);
- (8) Ropes or other device for securing steering wheel;
- (9) Overhead visibar or beacon type light visible from front and rear;
- (10) Tow lights; and
- (11) Power-operated winch, winch line and boom; with a rated or tested lifting capacity of not less than eight thousand (8,000) pounds single line capacity (truck must include the manufacturer's certificate).
- (12) Fifty (50) pound bag of safety absorbent material for placing on leaked fluid.



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Change Section III, Proposal Information, Section 1. Schedule of Events, page 11 of 24 to read as follows:

CHANGE FROM:

1. **SCHEDULE OF EVENTS:** It is the City's intention to comply with the following solicitation timeline:

<u>EVENT</u>	<u>DATES</u>
Release of RFP	August 19, 2016
Deadline for Submission of Questions	August 26, 2016, 5:00pm, (CST)
City Response to all Questions/Addendums	August 31, 2016, 5:00pm, (CST)
Closing Date for Proposal	September 14, 2016, 3:00pm, (CST)
Anticipated Contract Start Date	January 1, 2017

NOTE: The City reserves the right to modify these dates. Notice of date change will be posted to the City's website.

CHANGE TO READ:

1. **SCHEDULE OF EVENTS:** It is the City's intention to comply with the following solicitation timeline:

<u>EVENT</u>	<u>DATES</u>
Release of RFP	August 19, 2016
Deadline for Submission of Questions	August 26, 2016, 5:00pm, (CST)
City Response to all Questions/Addendums	September 7, 2016, 5:00pm, (CST)
Closing Date for Proposal	September 21, 2016, 3:00pm, (CST)
Anticipated Contract Start Date	January 1, 2017

NOTE: The City reserves the right to modify these dates. Notice of date change will be posted to the City's website.

Change Section III, Proposal Information, Section 1. Schedule of Events, page 14 of 24 to read as follows:

CHANGE FROM:

3. **PROPOSAL EVALUATION:** The intent of the City is to award to one Respondent in accordance with the evaluation criteria as follows:



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<u>3.1 Evaluation Criteria:</u>	<u>Weights:</u>
Qualification	50%
Scope of Work	30%
Technology	10%
Attachment A - Questionnaire	<u>10%</u>
Maximum Weight:	100%

- 3.2** An evaluation committee will be established to evaluate the proposal. The committee will include employees of the City and may include other impartial individuals who are not City employees. The evaluation committee will determine if discussions and/or Best and Final Offers are necessary. Award of a contract may be made without discussions or Best and Final Offers, if in the best interest of the City. The evaluation committee may determine that discussions are necessary to clarify or verify a written proposal response. The City may, at its discretion, elect to have respondents provide oral presentations of their proposal. A request for a Best and Final Offer is at the sole discretion of the City and will be requested in writing. The evaluation committee will evaluate the finalists and make a recommendation for award.
- 3.3** The City reserves the right to reject any or all proposal submitted, or to award to the respondent who in the City's opinion offers the best value to the City. The City also reserves the right to cancel the RFP process and pursue alternate methods for providing the requirements.
- 3.4** The City reserves the right to conduct studies and other investigations as necessary to evaluate any proposal.
- 3.5** The City reserves the right to waive any minor technicality, irregularities or informalities noted in the submission process. Submission of proposal confers no legal rights upon any proposer.
- 3.6** The City reserves the right to request further documentation or information and to discuss a proposal response with any proposer in order to answer questions or to clarify any aspects of the proposal.
- 3.7** The City may develop a "short list" of qualified proposal, and may determine that the proposer(s) should submit a Best and Final Offer (BAFO). Each "short listed" proposer will be given a reasonable opportunity for discussion and revision of their proposal.

CHANGE TO READ:



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3. PROPOSAL EVALUATION: The intent of the City is to award to one Respondent in accordance with the evaluation criteria as follows:

3.1 <u>Evaluation Criteria:</u>	<u>Weights:</u>
Qualification	50%
Scope of Work	30%
Technology	10%
Attachment A - Questionnaire	<u>10%</u>
Maximum Weight:	100%

- 3.2** An evaluation committee will be established to evaluate the proposal. The committee will include employees of the City and may include other impartial individuals who are not City employees. The evaluation committee will determine if discussions and/or Best and Final Offers are necessary. Award of a contract may be made without discussions or Best and Final Offers, if in the best interest of the City. The evaluation committee may determine that discussions are necessary to clarify or verify a written proposal response. The City may, at its discretion, elect to have respondents provide oral presentations of their proposal. A request for a Best and Final Offer is at the sole discretion of the City and will be requested in writing. The evaluation committee will evaluate the finalists and make a recommendation for award.
- 3.3** The City reserves the right to reject any or all proposal submitted, or to award to the respondent who in the City's opinion offers the best value to the City. The City also reserves the right to cancel the RFP process and pursue alternate methods for providing the requirements.
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- 3.5** The City reserves the right to waive any minor technicality, irregularities or informalities noted in the submission process. Submission of proposal confers no legal rights upon any proposer.
- 3.6** The City reserves the right to request further documentation or information and to discuss a proposal response with any proposer in order to answer questions or to clarify any aspects of the proposal.



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- 3.7 The City may develop a "short list" of qualified proposal, and may determine that the proposer(s) should submit a Best and Final Offer (BAFO). Each "short listed" proposer will be given a reasonable opportunity for discussion and revision of their proposal.
- 3.8 The City reserves the right to select more than one respondent to provide wrecker and impound services for the City's incident tows in lieu of selecting a "sole" provider.

THE FOLLOWING ARE ANSWERS TO ALL QUESTIONS AND THE CITY'S RESPONSE FOR ADDITIONAL REQUESTS FOR INFORMATION SUBMITTED BY THE DEADLINE OF FRIDAY, 08/26/16, @ 5:00 P.M. REGARDING RFP NO. 16-018 FOR WRECKER AND IMPOUND SERVICES AS OUTLINED BELOW:

Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.2 Free towing and roadside assistance for all city owned vehicles

Request: Please provide number of city owned vehicles in service as of August 2016.

Answer: 561

Request: Please provide number of city owned vehicles expected to be in service as of January 1, 2017.

Answer: 573

Request: Please provide number of tows needed for city vehicles for the period of January 1, 2014 through December 31 2015.

Answer: 111

Request: Please define required services under the heading of roadside assistance.

Answer: Roadside assistance is defined as any towing or emergency needed for City vehicles.

Request: Please provide locations where city vehicles will need to be towed.



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Answer: Locations are defined as any designated City facility.

Section II – Statement of Work

Section 5.2 Wrecker Services:

Section 5.2.3 Respondent shall provide free towing to the police department for all vehicles seized as the result of an arrest.

Question: Is it the intent of the City to store and release all vehicles resulting from an arrest?

Answer: No. The decision to store and release all vehicles will be determined on a case by case basis.

Request: Please provide the volume of arrests separate from accidents for the period of January 1, 2014 through December 31 2015.

Answer: The Police Department's data systems are not structured in a way that easily answers this question. During the two-year period in question, the Department made 3,795 in-custody arrests. The Department, during that time, also had 294 collisions registered in its Computer Aided Dispatch system with a disposition of "arrest made." Those two numbers come from different data systems – and, thus, are not exactly comparable – but they can provide a proxy for the information sought in this question.

Request: If only a portion of arrests go to RRPD, please provide the volume of arrests going to RRPD for the period of January 1, 2014 through December 31 2015.

Answer: See question above regarding intent of the City to store and release all vehicles resulting from an arrest.

Question: Under current rotation custom, once RRPD releases from impound a vehicle towed to RRPD, the original tower is called to pick up the car in order to collect from owner. Is it the intent of the RFP to continue the practice? If not, confirm all arrest tows are at no cost to the city nor the car owner.

Answer: All arrest tows are no cost to the City. Vehicle owner is liable for the initial tow charge and any subsequent storage fees



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Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.6 Respondent shall own, operate, and manage an impound facility at approved location within 10 miles of City Hall.

Question: As written the respondent must own the impound facility. Is it the intent that the bidder purchase land for the impound facility?

Answer: No. Change RFP No. 16-018 for Wrecker and Impound Services, Section 5.2 Wrecker Services as follows:

Change Section 5.2.6 From: Respondent shall own, operate, and manage an impound facility at an approved location within ten (10) miles of the City Hall. The facility shall be fenced and lighted.

Change Section 5.2.6 To: Respondent shall “own” or “lease”, operate, and manage an impound facility at an approved location within ten (10) miles of the City Hall. The facility shall be fenced and lighted.

Question: As written, there is no feasible way to purchase, zone, and comply with regulations within 3 months of award. Does the city intend to award only to a facility that is currently in compliance?

Answer: No. The City will consider respondents’ plans to achieve compliance and estimated timelines for compliance included in the Proposals during the evaluation process.

Question: The storage facility will require a capacity of 200+ cars or at least 5-10 acres per metrics provided in the RFP. The ten-mile radius from City Hall roughly includes Hutto to the east, Braker lane in Austin to the south, Parmer lane in Austin/Cedar Park to the west, and Hwy 29 in Georgetown to the North. Currently the storage facility must be located within the Round Rock City limits.

With the scarcity of industrial zoned land in Round Rock, is it the intent of the City to move the storage facility out of Round Rock city limits?

Answer: No. Please refer to Section 5.2 Wrecker Services, 5.2.6 (Revised) Respondent shall “own” or “lease”, operate, and manage an impound facility at an approved location within ten (10) miles of the City Hall. The facility shall be fenced and lighted.



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Question: Has the city taken into consideration the lost sales tax revenue resulting from the 10-mile radius?

Answer: Out of scope of RFP.

Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.8 Respondent shall provide Heavy Duty Tow within 45 minutes. As noted in 5.2.11 no requirement for Heavy Duty Equipment has been provided.

Request: Please amend RFP to specify required heavy duty equipment requirements.

Answer: Please refer to the equipment requirements in the RFP, Section 5.2.11 for transport equipment and manufacturer's guidelines for the operation of heavy duty equipment vehicles.

Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.9 Respondent shall carry at least 50 lbs. of safety absorbent material and more if necessary....

Request: Please specify exact requirement. 50 lbs. are a large amount. Respondent cannot respond to a requirement of "more if necessary."

Answer: If an accident requires more than 50 pounds of absorbent, it is the responsibility of the respondent to obtain the additional absorbent materials for clean-up of leaked fluids in larger areas.

Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.10 Respondent shall own or lease a sufficient number of wreckers to meet the City's towing needs.



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Request: Please specify heavy duty requirements if any. RFP only covers light duty tows.

Answer: Please refer to the equipment requirements in the RFP, Section 5.2.11 for transport equipment and manufacturer's guidelines for the operation of heavy duty equipment vehicles.

Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.11 Truck Requirements

Request: Please specify heavy duty truck requirements.

Answer: Please refer to the equipment requirements in the RFP, Section 5.2.11 for transport equipment and manufacturer's guidelines for the operation of heavy duty equipment vehicles.

Section II – Statement of Work

Section 5.2 Wrecker Services:

5.2.13 GPS Technology

Request: Please specify what technology is missing.

Answer: The RFP does not state the type of GPS technology. The City is interested in an innovative approach to providing GPS technology for vehicle GPS tracking purposes. Therefore, respondents to this RFP are to submit their vision and approach for providing current GPS technology as part of their RFP response.

Request: Trucks are all tracked by GPS and locations are reported to RRPD dispatch. Please define requested services.

Answer: Please see above response to GPS technology.

Section III Proposal Information



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Question: In Section III Proposal Information 2.1.1 it states that "Respondents shall submit one (1) evident signed 'Original' and three (3) copies of the proposal including (1) electronic copy in 'CD' format". We are asking if the electronic copy can be sent on a USB flash drive instead of a CD?

Answer: Yes

Question: In Section III Proposal Information 2.2.2 it states that "The proposal should provide separate sections for each service provided and should be labeled with corresponding numbers for the requirements set forth in Section II, Statement of Work, Section 3. Qualifications, Section 5. Scope of Work, and Section, Technology, and Attachment A – Questionnaire." Our question concerns the highlighted portion of the last sentence 'and Section, Technology'. There is no section in the Statement of Work titled 'Technology' and we are wondering if there is a section missing from the RFP.

Answer: No, there is not a section missing from the RFP for technology.

Question: Are Vendors and Subcontractors required to register with the City of Round Rock?

Answer: No

Question: Can you please add me to your email group for this RFP?

Answer: There is no email group.

Section II – Statement of Work

5.2 Wrecker Services:

Question 5.2.2: How many City-owned vehicles were towed in 2015?

Answer: 58

Question 5.2.2: How many from January 2016 to August 2016?

Answer: 46

Question 5.2.2: How many City-owned vehicles received roadside assistance in 2015?



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Answer: 174

Question 5.2.2: How many from January 2016 to August 2016?

Answer: 113

Question 5.2.3: How many vehicles were seized in 2015?

Answer: 11

Question 5.2.3: How many from January 2016 to August 2016?

Answer: 5 vehicles from January 1, 2016 to August 31, 2016.

Question 5.2.3: Does the City plan on seizing all vehicles as the result of an arrest?

Answer: No

Question 5.2.6: Do we have to own the property where the impound facility is located or is a copy of a current lease acceptable for the property? If no, then will the City give Respondent a certain amount of time to comply?

Answer: Refer to the above answer for Section 5.2.6, which was changed as follows: Respondent shall "own" or "lease", operate, and manage an impound facility at an approved location within ten (10) miles of the City Hall. The facility shall be fenced and lighted.

Question 5.2.10: How many wreckers does the City considered sufficient?

Answer: The City is seeking proposals to meet the City's needs as specified in the RFP.

Question 5.2.10: How many Light Duty wreckers?

Answer: The City is seeking proposals to meet the City's needs as specified in the RFP.

Question 5.2.10: How many Heavy Duty wreckers?

Answer: The City is seeking proposals to meet the City's needs as specified in the RFP.



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Question: Does the City plan on giving the Respondent grace period to add additional fleet if awarded the contract?

Answer: The City understands that additional time may be needed to add additional fleet or achieve compliance once the contract has been awarded. Any detailed plans and estimated timelines for compliance included in the Proposal will be considered during the evaluation process.

Question 5.2.13: Does the City want to be able to have access to our GPS to locate our fleet?

Answer: The RFP does not state the type of GPS technology. The City is interested in an innovative approach to providing GPS technology for vehicle GPS tracking purposes. Therefore, respondents to this RFP are to submit their vision and approach for providing current GPS technology as part of their RFP response.

5.3: Impound Facility

Question 5.3.1: Number of vehicles that the city requires to be able to store at the storage facility?

Answer: The City is seeking proposals to determine which respondent(s) can provide the best wrecker and impound services for the City based upon the information provided in the proposals.

Section II – Statement of Work

6. Compensation: Specify what the City means by, "Respondent shall perform all Incident Tows on behalf of the City at no cost." All tows initiated on behalf of police arrest?

Answer: Refer to Section I, General, paragraph one, last sentence as follows: An "incident tow" is defined for the purpose of this RFP as a non-consent tow of a vehicle in which the wrecker is summoned by the department because of a traffic accident or due to an arrest or other law enforcement action.

