

RFP Key Components and Scoping Elements

| Key Component | # | Scoping Element and Description |
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| Technology and Software-Based Platform | 1. | <p>Web based tow dispatch program <i>Software solution should be a web based tow dispatch program that is able to maintain a list of contracted tow operators to provide regular vehicle, large vehicle and back up tow and assign tows based on a geographic zone or rotation model, proximity of tow truck to tow request, type of vehicle or tow, or request for a back-up tow.</i></p> |
| | 2. | <p>Automation of tow process from dispatch request to release of vehicle <i>Software solution should provide automation of each step in the tow process including the request for a tow in the field from City staff (such as Parking Compliance or SJPD), the towing of the vehicle, delivery of the vehicle to a tow yard, the vehicle being claimed by the registered owner, and release of vehicle from the tow yard.</i></p> |
| | 3. | <p>Full data tracking and performance monitoring capabilities including GPS tracking of tow operators in real time <i>Software solution should have capability to track and monitor all aspects of the tow service model and performance standards, including location of tow trucks in real time, response time, number of tows, duration of tow, type of tow, reason for tow, etc., and provide data and reports.</i></p> |
| | 4. | <p>Web-based user interface for tow providers, customers, and City that can be accessed remotely, 24/7 to locate vehicles, pay fees, and file complaints. <i>Software solution should provide a web-based interface that can be accessed by City staff and tow operators in office or in the field to request and dispatch tows, cancel tows, monitor response times and tow disposition, upload photos or videos, create, view, and upload documents and reports, locate vehicles, issue invoices, and retrieve data and reports.</i> <i>The software solution should also provide a web based portal to allow customers to locate their towed vehicle, pay fees, obtain information, and file complaints.</i></p> |
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| Contract Administration | 1. | Provide management and oversight of City Generated Tow Services including program administration and contract agreements with tow operators |
| | 2. | Evaluate current tow services model and provide recommendations and/or implement changes to ensure timely, continuous tow services throughout the City. <i>Through the duration of the pilot program, contract administrator will assist the City in the development of the new City Generated Tow Services Model including determining the optimum service model (zone or rotation), back up tow system, equitable tow distribution, contract performance standards and breaches, response times, and data tracking and reporting.</i> |
| | 3. | Provide 24/7 customer support and services to vehicle owners, City staff, and tow operators <i>Contract Administrator should have trained staff on duty 24/7 to dispatch tows, oversee tow program and services, assist customer as needed, and resolve issues.</i> |
| | 4. | Provide web-based portal for customers to locate their vehicle, obtain information, file complaints, and pay related fees |
| | 5. | Provide monthly reporting to City on contract performance standards, metrics, and breaches. <i>Provide monthly reporting to City on tow operators compliance with contract performance standards and metrics including but not limited to number of tows, number of breaches, type of breach, number of refusals, reason(s) for refusal, type(s) of vehicle towed, number of dispatches, response times, and location of tow.</i> |
| | 6. | Perform monthly billing and invoicing to tow operators and customers as appropriate <i>Create and issue invoices to tow operators for contract fees and breaches/liquidated damages in alignment with the tow agreements.</i> <i>Create and issue invoices to customers for tow fees in alignment with adopted fees and charges.</i> |
| | 7. | Address contract breaches by tow operators and assesses liquidated damages as appropriate <i>Contract Administrator should address contract breaches to ensure contract compliance and optimum performance of tow operators including but not limited to escalating penalties and suspension from zone or rotation.</i> |