

City-Generated Tow Services RFP Verbal Report

Transportation and Environment Committee
February 6, 2023

Presenter: Rachel Roberts, Deputy Director, Code Enforcement, PBCE



*Planning, Building and
Code Enforcement*

City-Generated Tow Services Overview

- City-Generated Tow Services are tows:
 - Conducted at the request of a City Department to remove a vehicle from public property
 - Primarily requested by San Jose Police Department (SJPd) and the Department of Transportation (DOT)
 - Provided by six tow companies that perform tows within their assigned zone
- Perform an average of 13,000 city-generated tows annually
- In January 2019, City Council:
 - Accepted the City Auditor's Audit of Towing Services which evaluated the City-Generated Tow Services Delivery Model and provided 17 recommendations
 - Administration Response included four primary goals

Key Tow Audit Recommendations and Work Plan Primary Goals

Tow Audit

- Issuance of a new Request for Proposals (RFP) for the towing services agreements
- Consolidation of contract administration in the San José Police Department (SJPd) with an evaluation of the resources needed to perform this responsibility.

Work Plan

- Address all 17 tow audit recommendations
- Develop a new City-Generated Tow Service Delivery Model
- Develop RFP and recommend award of contract(s)
- Transition the new program model from the Department of Planning, Building, and Code Enforcement (PBCE) to SJPd

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Verbal Report August 29, 2022

- The revised RFP Scope was submitted to the Finance Department Procurement Prioritization Board (PPB) for re-prioritization in July 2022
- The RFP was prioritized as #1 priority by the PPB
- RFP was assigned to procurement staff and final revisions/preparation for release were in process
- Estimated release of RFP to the public – Oct. 2022

Timeline and Current Status

2022

- **August:** Staff determined draft RFP needed to be divided into two packages to limit possibility of an unsuccessful RFP
 - Package A- Contract Administration and Software OR
 - Package B- Software only
- **September:** Staff worked through revisions to draft RFP to reflect new two-package approach
- **October-December:** Staff conducted additional requirement gathering and incorporated updated SJPd Computer-Aided Dispatch system integration and software requirements

2023

- **January-February:** Staff completing final RFP review/redlining
- **February :** Planned release to public

FY 22-23 Work Plan

Objectives	Revised Target Date
Update RFP Scope to include BeautifySJ City-Generated Tow Services	Completed July 2022
Develop and propose Sixth Amendment for Council Consideration/Approval	Completed December 2023
Release Tow Software and Contract Administration RFP to Public	February 2023
Tow Software and Contract Administration RFP Award of Contract	TBD
Develop Budget Proposals to Support Tow Program and Administer Tow Contract/Complete Plan to Transition Program from PBCE to SJPD	TBD
Continue coordination with internal and external stakeholders	Ongoing
Continue to implement open audit recommendations	Ongoing

Staff Recommendation

- Accept the City-Generated Tow Services RFP Verbal Report