

## RFP Key Components and Scoping Elements- Updated 4/14/21

<b>Key Component</b>	<b>#</b>	<b>Scoping Element and Description</b>
<b>Technology and Software-Based Platform</b>	<b>1.</b>	<b>Web based tow dispatch program</b> <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>
	<b>2.</b>	<b>Automation of tow process from dispatch request to release of vehicle</b> <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>
	<b>3.</b>	<b>Full data tracking and performance monitoring capabilities including GPS tracking of tow operators in real time</b> <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>
	<b>4.</b>	<b>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.</b> <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>

<b>Key Component</b>	<b>#</b>	<b>Scoping Element and Description</b>
<b>Contract Administration</b>	<b>1.</b>	<b>Provide management and oversight of City-Generated Tow Services including:</b> <ol style="list-style-type: none"> <li><b>Program Administration</b></li> <li><b>Compliance with contract performance standards and requirements</b></li> <li><b>Subcontract agreements with City-Generated tow service providers.</b></li> </ol>
	<b>2.</b>	<b>Evaluate current tow services model and provide recommendations and/or implement changes to ensure timely, continuous tow services throughout the City.</b> <i>Through the duration of contract, 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>
	<b>3.</b>	<b>Provide 24/7 customer support and services to vehicle owners, City staff, and tow operators</b> <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>
	<b>4.</b>	<b>Provide web-based portal for customers to locate their vehicle, obtain information, file complaints, and pay related fees</b>
	<b>5.</b>	<b>Provide monthly reporting to City on contract performance standards, metrics, and breaches.</b> <i>Provide monthly reporting to City on 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>
	<b>6.</b>	<b>Perform monthly billing and invoicing to tow operators and customers as appropriate</b> <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>
	<b>7.</b>	<b>Address contract breaches by tow operators and assesses liquidated damages as appropriate</b> <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>

## Tow Audit Work Plan: November 2019-February 2022

Objectives	Actions	Original Target Date	Revised/New Target Date	Status
1. Inform T&E Committee of the status of the development of the new City-Generated Tow Services Delivery Model and obtain feedback	Provide status report to T &E Committee	November 2019	N/A	Completed November 4, 2019
2. Inform T&E Committee of the status of the development of the new City-Generated Tow Services Delivery Model and obtain feedback	Provide status report to T &E Committee	February 2020	N/A	Completed February 3, 2020
3. Provide Financial Relief to Tow Operators as directed by Council	Third Amendments to City-Generated Tow Services Agreements	March 2020	N/A	Completed March 17, 2020
4. Provide Emergency Relief to Tow Operators to ensure continuity of tow services throughout City's Emergency Response to COVID19.	Fourth Amendments to City-Generated Tow Services Agreements	June 2021	N/A	Completed June 30, 2020
5. Extend all terms of the Second and Third Amendments and the reduction of the contract compensation fee from \$41 to \$0 as part of the Fourth Amendment to continue improvements and audit recommendations already implemented and ensure continuity of tow services.	Fifth Amendments to City-Generated Tow Services Agreements	March 2021	N/A	Completed March 30, 2021

6. Request for Proposal for Software, Contract Administration <b>including subcontracting with tow service providers/operators</b>	RFP: -Finalize Scope of Work -Noticing and Submissions -Evaluation and Interview -Contract drafting/negotiation/Best and Final Offer	March 2020	<b>April -September 2021</b>	In Progress
7. Award of Contract for Tow Software, Contract Administration, <u>and</u> <b>Subcontracted Tow Services</b>	Return to City Council for City Manager Authority to negotiate and execute final award of contract	June 2020	<b>October 2021</b>	Pending
8. New Contractor On-boarding and Software Implementation Completed	Completion of New Software, Contract Admin, and Tow Services Implementation and CAD <b>Integration</b>	July -September 2020	<b>January 2022</b>	Pending
9. Transition of Tow Program from PBCE to SJPD Completed	Full Services in operation in SJPD	November 2020	<b>February 2022</b>	Pending