

**CITY OF SHORELINE
REQUEST FOR STATEMENT OF QUALIFICATIONS
RFQ 1237527**

Towing & Impoundment Services
Submit no later than May 31, 2024, 2:00 p.m. Pacific Local Time

The City of Shoreline, Washington, invites Washington State registered tow truck operators interested in providing towing and impoundment services to submit a statement of qualifications (SOQ) for the City's new Parking Enforcement Program.

Background

The City of Shoreline is an urbanized city with a population of around 60,000 people. In the past few years, residential development has resulted in more street parking due to limited parking within those developments and, by Fall 2024, two new light rail stations will open, potentially resulting in the use of City streets for transit rider parking.

Given this, the City is starting a Parking Enforcement Program. To assist with this parking enforcement program, the City requires registered tow truck operators that parking enforcement officers can work with when vehicles violate parking regulations and removal is required.

Project Scope

The City needs towing and impound services for its Parking Enforcement Program. The selected registered tow truck operator(s) ("Consultant") will tow and impound vehicles that violate City and State laws after being contacted by City parking enforcement officers or other authorized City officials, including the Shoreline Police Department. Services to be provided by the Consultant include, but are not limited to:

- Provide one (1) telephone number to be used by the City to request services. Respond to all calls from the City (parking enforcement officers or any authorized City official) 24 hours per day, 7 days per week. The Consultant must arrive at the location identified by the City within at least 30 minutes, but no more than 60 minutes, of each call.
- Provide standard towing services. These services will typically involve using standard equipment and techniques like a tow sling, wheel lift, or winch cable to load a vehicle onto a tilt bed or flatbed tow truck.
- Provide specialty towing services. These services will typically require special equipment because the standard equipment would not be able to complete the service. Examples of vehicles requiring specialty towing services include limousines, recreational vehicles (RVs), tall monster trucks, or tractor trailers.
- Provide a secured, properly lighted storage yard for impounded vehicles. The yard must be within a radius of fifteen (15) miles of the City limits and comply with the zoning regulations applicable to its location. The yard must be owned or leased by the Consultant.
- Ensure all impounded vehicles and personal belongings are handled and returned in substantially the same condition as when towed and impounded.

- Permit vehicle owners to recover personal belongings from their vehicles, and for insurance agents, repair personnel, and other authorized individuals to make appraisals and take photographs during regular business hours.
- Comply with the applicable provisions of state laws and regulations, such as RCW 46.55, WAC 204-91A, and WAC 308-61, pertaining to the responsibilities of tow truck operators and towing businesses.
- Provide all supplies, tools, equipment, vehicles, and personnel to deliver towing and impoundment. Ensure that all equipment and vehicles are in a safe working order, including safety lights and guards.
- Exercise every necessary precaution for the safety of the tow site and the protection of persons and/or property located adjacent to or making passage through the tow site.
- Maintain insurance at the level specified by the City, including commercial general liability coverage, public liability, garage keeper's, and automobile insurance.
- Collect all towing and impound fees. The City shall not be responsibility for the collection of any such fees. The City reserves the right to investigate any claims by third parties regarding Consultant's services.

Preliminary Timeline

RFQ Released	May 10, 2024
Deadline for Receipt of Questions/Inquires	May 21, 2024
City provided responses to Questions	May 24, 2024
Proposal Due Date	May 31, 2024
Finalists selected	June 21, 2024
Contract executed	July 31, 2024
Towing and impoundment services provided	August 1, 2024

SOQ Evaluation Components/Criteria

Submittal Requirements

The deadline to submit proposals is May 31, 2024, by 2:00 p.m. Exactly Pacific Local Time. Proposals must be submitted in PDF format to purchasing@shorelinewa.gov by the submittal deadline. The City's email system is limited to a maximum envelope (message plus attachment) size of 25 megabytes. Proposals must include SOQ 1237527 in the subject line of the email. The SOQ is deemed submitted as evidenced by the receipt date and time shown in the source code of the email received by the City's computer system. All respondents will receive an email confirmation that their submittal has been successfully received.

Questions related to this RFQ may be directed to Christina Arcidy, Program Manager, carcidy@shorelinewa.gov. Questions via phone will not be accepted. Questions received after May 21, 2024, by 5:00 p.m. Pacific Local Time will not be accepted. An addendum to this SOQ will be issued for any question that the City deems substantive.

Proposals must be limited to single spaced, 8 1/2" by 11" typewritten pages (min. 12-point font). **The submittal should be no more than 10 pages.** Please follow the format and content in the order below:

A. Executive Summary (Page Limit - 1)

The executive summary should summarize the key points of the respondent's qualifications (SOQ). It should also include the address and telephone number of the respondent's nearest office to Shoreline, Washington, as well as the office responsible for managing the services.

B. Approach (Page Limit 5)

This section should clearly describe the services and the plan to carry out the specific responsibilities the City requires in the project scope.

- **Services:** Explain how the respondent will provide the services, responsibilities, and areas of attention or concern. Please provide a list of current tow trucks available for use, including their size, location, and security of the storage yard and include a statement that tow trucks are in serviceable condition and in conformance with minimum equipment standards set forth in WAC 204-91A-170. Additionally, provide a complete and accurate breakout of the firm's charges, customer service policy and the process to handle complaints from vehicle owners, and a short description of the procedures for owners to retrieve their vehicles. Please include a statement that the company will provide vehicle towing and impoundment services twenty-four (24) hours, seven (7) days a week.
- **Towing trucks and drivers:** Please include a certificate showing the towing trucks and drivers are adequately covered by public liability and property damage insurance, as required by the State of Washington.
- **Storage Yard:** Include proof of a permanent and established place of business from which the proposed towing service will operate and the storage yard within the City or within a radius of fifteen (15) miles of City limits.
- **Team:** Please describe the team members who would work with the City if the company is selected. Describe the responsibilities of each person in the team. Identify the Manager and/or the key contact person. Please include a statement that the company, if selected, can provide proof that towing truck operators have current and clear certificates and licenses to operate towing trucks, as applicable, including a driver's license issued by Washington state.

C. References (Page Limit - 2)

Describe directly related experience providing towing and impound services in the last 5 years. Include the name of the client, description of the work done, address and telephone number, dates of the project, and the name of the project director. At least five (5) references should be included. For each reference, indicate the reference's name, organization, title, complete mailing address, and telephone number. The City reserves the right to contact any organizations listed.

D. Experience (Page Limit - 2)

The Consultant is required to provide evidence of experience in vehicle towing and impound services. Indicate the average level of experience of the Consultant's staff and average length of employment with the company. Preference would be given to those who have experience with municipal contracts.

Supplemental information may be submitted, such as brochures, and does not count toward that total page limit of ten (10) pages.

The City's Evaluation Panel will use the following criteria to evaluate each SOQ:

Criteria	Points
Approach	Maximum 40 Points
References	Maximum 30 Points
Experience	Maximum 30 Points
Maximum Points	Maximum Points 100

The Qualifications will be the basis from which interested individuals or firms will be selected for interviews. Upon completion of the evaluations, the City's Evaluation Panel will determine the most qualified individual or firm based on all materials and information presented. The City will then begin the negotiations for an agreement with the selected individual or firm.

Any individual or firm failing to submit information in accordance with the procedures set forth in the RFQ may be subject to disqualification. The City reserves the right to change the solicitation schedule, issue amendments to the solicitation, or cancel the solicitation at any time prior to the submittal deadline. The City reserves the right, at its sole discretion, to waive immaterial irregularities contained in the proposals. The City reserves the right to reject any and all proposals at any time, without penalty. The City reserves the right to refrain from contracting with any respondent. Individuals or firms eliminated from further consideration will be notified by mail by the City as soon as practical.

Proposals remain confidential until closing deadline after which proposals are considered a public record subject to public disclosure under RCW 42.56, the Public Records Act. Proposers shall mark as "proprietary" any information that the Proposer believes meets the exemption under RCW 42.56.270(1). This designation will be considered by the City in response to public records requests.

Any Proposal may be withdrawn, either personally or by written request, at any time prior to the time set for the Proposal submittal deadline.

The City of Shoreline, in accordance with Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, in consideration for an award.