

NO: R181

COUNCIL DATE: September 14, 2015

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 14, 2015**

FROM: **City Solicitor**

FILE: **1220-040-2015-018**

SUBJECT: **City of Surrey Towing Services Contract  
Request for Quotations**

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## RECOMMENDATION

The Legal Services Division recommends that Council:

1. Receive this report as information; and
2. Authorize staff to enter into a contract with Clover Towing Ltd for a 5 year term for the provision of all towing and vehicle storage services required by the City of Surrey and Surrey RCMP for crime investigation and evidence related purposes all as generally described in this report.

## INTENT

The purpose of this report is to provide information on the results of a request for quotations (RFQ) process for towing services and to seek authorization to enter into a 5 year contract with Clover Towing Ltd for the towing and vehicle storage services required by the City and the RCMP.

## BACKGROUND

### Current Service Provider

Clover Towing Ltd has been the interim provider for towing services for the City of Surrey since March 1, 2015. Prior to this, Unitow Services 1978 Ltd was the towing provider for the City of Surrey from March 1, 2013 to February 28, 2015.

### City of Surrey Tow Service Requirements

The City of Surrey and the RCMP require both towing and related vehicle storage. This includes towing related to illegally parked vehicles, abandoned vehicles, vehicles involved in motor vehicle accidents, and vehicles seized by the RCMP related to criminal investigations. Towing services are typically required by By-law Enforcement staff and the RCMP in the conduct of their duties. Towing services may also be arranged independently by the public as a means of managing parking violations on private property or to transport privately-

owned vehicles to alternative locations as required by the customer. The City will receive a share of revenue from the towing contract.

## DISCUSSION

The City issued a RFQ on June 25<sup>th</sup>, 2015 in relation to the towing and vehicle storage facility services for the City of Surrey and the Surrey RCMP. The RFQ noted that the term of the contract would be 5-years.

The contractor is required to provide towing and vehicle storage services on a twenty-four hours-a-day, seven days-per-week basis.

The general components of the towing and storage work of the contract include, but are not limited to the following:

- By-Law Impounded Vehicles;
- Abandoned Vehicles and RCMP Storage;
- Motor Vehicle Accidents;
- Abandoned Vehicles;
- Police and City-Owned Vehicles;
- Vehicles related to Police Investigations; and
- Non-City Owned Vehicles Requiring Relocation.

In addition to the above, the RFQ included the following requirements:

- a) A vehicle storage site located in the City of Surrey that is accessible to the public by transit;
- b) A Guaranteed Minimum Annual Revenue payable to the City;
- c) A separate secure (enclosed) area for vehicles seized by the Surrey RCMP for crime investigation purposes;
- d) Identification of all of the equipment and personnel that the contractor would have available to provide the contract services; and
- e) A computerized towing management software system that would be fully accessible to the City and the RCMP via a web-based portal to allow the City to monitor the work of the contractor, to increase efficiencies between the City, the RCMP and the contractor, and to improve customer service related to towed vehicles.

## SUBMISSIONS & ANALYSIS

Three proponents submitted proposals as follows:

- Clover Towing Ltd;
- Unitow Services (1978) Ltd; and
- Jack's Towing (2010) Ltd.

Only the proposals from Clover Towing Ltd and Unitow Services (1978) Ltd met the requirements of the RFQ.

## **EVALUATION**

The proposals were evaluated by a team comprised of representatives from the Bylaw Enforcement Department, the RCMP Support Services Division, Legal Services Division and the Purchasing Division. Each proposal was reviewed in accordance with the City Purchasing Guidelines.

Each proposal was evaluated based on the following criteria:

- Experience in delivering similar services;
- Tow yard, equipment and personnel;
- References; and
- Financial considerations.

## **EXPERIENCE IN DELIVERING SIMILAR SERVICES**

Clover Towing Ltd has provided municipal towing services for over 30 years that includes the Township of Langley and the City of Langley (for the past 26 years inclusive), 25 years with RCMP Port Mann Traffic Services, 35 years BCAA, and for moving equipment for BC Ministry of Forests.

## **TOW YARD, EQUIPMENT & PERSONAL**

Clover Towing Ltd's existing fleet is comprised of 40 light- medium- and heavy-duty tow trucks and equipment. If awarded the City of Surrey towing contract, Clover Towing Ltd has committed to purchasing an additional 10 new trucks within 4 months of being awarded the contract and additional trucks if/as required to ensure proper service coverage.

For the purposes of providing services in Surrey, Clover Towing Ltd has proposed that it would establish a tow yard and offices on a 7.7 acre site at 5340 – 192 Street, Surrey.

Clover Towing Ltd proposes that if they are awarded the contract that they will develop the \$12m site to include a 36,271 sq ft. towing facility building comprised of 6000 sq ft. for customer service and administration, 26,655 sq ft. indoor secure storage area, and a secure outdoor storage area to accommodate 672 vehicles. The site is suitably sized to accommodate the storage requirements of the contract. Clover Towing Ltd further advises that the site will be completely paved, landscaped, lit, and monitored by cameras and security card access. The property is suitably zoned for the proposed use. The site is adjacent to an arterial road (192 street and Highway 15) and within 400 meters of public transit. A Development Permit will be required to allow construction to occur on the site.

During the construction and development of the new tow yard, Clover Towing Ltd will continue to meet the requirements of the contract.

## REFERENCES

Clover Towing Ltd services is highly recommended by current contract holders, current contractor holders are fully satisfied with Clover Towing Ltd service and professionalism.

## FINANCIAL CONSIDERATIONS

Both proponents agreed to pay a minimum annual amount to the City of Surrey as follows:

	<b>Clover Towing Ltd</b>	<b>Unitow Services 1978 Ltd</b>
Year 1	\$300,000.00	\$300,000.00
Year 2	\$309,000.00	\$300,000.00
Year 3	\$318,270.00	\$300,000.00
Year4	\$327,818.10	\$300,000.00
Year 5	\$337,652.64	\$300,000.00
<b>Total</b>	<b>\$1,592,740.37</b>	<b>\$1,500,000.00</b>

## SUSTAINABILITY CONSIDERATIONS

The award of the subject contract will assist in achieving the objectives of the City's Sustainability Charter; more particularly, the following scope of action items:

1. EC7: Sustainable Building and Development Practices; and
2. N3: Vehicle Fleet Programs.

## CONCLUSION

Based on the above discussion, it is recommended that Council:

- Receive this report as information; and
- Authorize staff to enter into a contract with Clover Towing Ltd for a 5 year term for the provision of all towing and vehicle storage services required by the City of Surrey and Surrey RCMP for crime investigation and evidence related purposes all as generally described in this report.

CRAIG MacFARLANE  
City Solicitor

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cc: Manager, By-law Enforcement & Licensing Services