

REQUEST FOR QUALIFICATIONS
No. 2016-13
Wrecker and Towing Services
City of Acworth, Georgia

The City of Acworth (City) is accepting Request for Qualifications (RFQ) from companies that are able to provide services for wrecker, towing and storage of vehicles in an effort to create a list of qualified companies for the Acworth Police Department. The aforementioned services to include, but are not limited to; removal, impounding, and storage of junk, abandoned, illegally parked, and non-drivable vehicles at accident scenes, as well as vehicles that are considered evidence or may be believed to have been used during the commission of a crime.

The method of determining the list of acceptable companies for towing services will be determined by review of the company's response to this Request for Qualifications. The Chief of Police will determine which companies best meet the required qualifications. The Chief of Police will recommend not less than two nor more than three companies to be placed on an approved list for service provisions with the City. The City of Acworth reserves the right to award approval for listed service providers in the best interest of the City, to accept or reject any and all RFQ's, to waive technicalities and informalities in the responses, and limit the number of companies on the rotation.

Submission Date

Five (5) copies of the RFQ must be received by 1:30 PM, EST, November 29, 2016 at the following address:

Acworth Police Department
4440 Acworth Industrial Drive
Acworth, GA 30101
Attn: Wayne Dennard, Chief of Police

Questions regarding this RFQ should be addressed to:

Acworth Police Department
Attn: Wayne Dennard, Chief of Police
4440 Acworth Industrial Drive
Acworth, GA 30101

Any submissions received after the above submission date will not be considered for award. The Chief of Police will review all submissions and determine which companies best meet the City's needs. The Chief of Police will meet on site to view the location of operation and settle on an acceptable, consistent fee schedule for finalists that may be placed on the list.

Content

The RFQ should total no more than ten (10) pages and include information in the following order and format:

1. Information about the Organization: Provide a general description of the organization including, names of principal owners, years in business, primary services provided, address of corporate office, and any other information that would help the City gain an understanding of the organization.
2. Licensing/Insurance Requirements: Provide copies of your Business License, State Licensing, Permits, and current Proof of Insurance with Limits of Liability. Include a letter from your general liability insurance provider stating that you are eligible to meet the requirements as set forth in Section 102-33, "Liability insurance," of City's Wrecker and Towing Services Ordinance, and naming the City of Acworth as an additional insured in the event that your organization is placed on the list of service providers.
3. Abandoned Vehicles: Provide a detailed description of your process and procedures for handling abandoned vehicles. Include all steps beginning with picking up and storing the vehicle to acquiring ownership of the vehicle and the ultimate disposal thereof .
4. Accident Response: Please explain your ability to comply with requirements as set forth in Section 102-36, "Duty to use due care; clearing of glass and debris" in the City's Wrecker and Towing Services Ordinance.
5. Vehicle Storage: Provide a detailed description of how your organization meets requirements for vehicle storage as set forth in Section 102-37(B), "Service and equipment standards" in the City's Wrecker and Towing Services Ordinance.
6. Equipment: Provide a detailed list of all vehicles and equipment you maintain for providing wrecker and towing services.
7. Employees: Provide a detailed explanation of your employee screening process and background check requirements. State whether you and your employees meet requirements as set forth in Section 102-38 "Drivers/Employees" of the City's Wrecker and Towing Services Ordinance.
8. Associated Fees: Provide a list of all fees charged for towing, storage, and other associated costs.
9. Customer Service: Please answer the following questions pertaining to customer service:
 - a. Describe what methods your organization use to advertise ALL fees to the public.
 - b. What methods of payment do you accept?

- c. Do you have a company website?
 - d. From what location and during what hours are customers able to claim impounded vehicles?
 - e. Are you able to respond to calls for service as set forth in Section 102-37, “Service and equipment standards” in the City’s Wrecker and Towing Services Ordinance? How do you propose to meet timely response standards?
 - f. Do you have the equipment necessary to tow all types of vehicles including tractor trailers?
 - g. Provided that you have equipment necessary to tow heavy vehicles, do you have on staff, personnel with qualifications and training to remove tractor trailers from railroad crossings?
10. References: Provide a listing of all other government entities, with point of contact information, for which your organization provides towing, wrecker, and storage services.

A copy of the City’s Wrecker and Towing Services Ordinance No. 2016-39 is being provided for reference.