

ADMINISTRATIVE REPORT

Date: January 9, 2004
Author/Local: R.Yeomans/257-8726
RTS No. 03884
CC File No. 1805
Meeting Date: January 27, 2004

TO: Vancouver City Council

FROM: General Manager of Engineering Services
Chief Constable
Manager of Materials Management

SUBJECT: Renewal of Towing Contract - RFP #25-98-04
Towing Services for the City of Vancouver

RECOMMENDATION

- A THAT, subject to the conditions set out in Recommendations B, C and D, an agreement be entered into with Busters Towing (1987) Ltd. to supply Towing Services to the City for an additional five (5) years (from February 01, 2004 to January 31, 2009) in accordance with the renewal option in Part C, Section 3.1 of the RFP #25-98-04, subject to a contract satisfactory to the Director of Legal Services.**
- B THAT all legal documentation is to be in a form which is satisfactory to the Director of Legal Services, the General Manager of Engineering Services and the Manager of Materials Management.**
- C THAT upon approval of the legal documentation by the Director of Legal Services, the General Manager of Engineering Services be authorized to execute and deliver the necessary agreement on behalf of City Council.**
- D THAT no legal rights or obligations shall arise hereby and none shall arise or be granted hereafter unless and until all contemplated legal documentation has been executed and delivered by all parties.**

POLICY

The policy of Council is to award contracts for the purchase of equipment, supplies and services that will give the highest value based on quality, service and price.

Contracts with a value over \$300,000 are referred to Council for approval.

PURPOSE

The purpose of this report is to recommend that Council authorize a five-year extension to Busters Towing (1987) Ltd.

DISCUSSION

On September 8, 1998, City Council approved the recommendation set out in the Towing Services Contract Restructuring report that the City set rates for the towing of impounded vehicles and equipment in accordance with the ICBC schedule for non-accident tows in order to improve unsatisfactory service response.

In October 1998 the City issued a Request for Proposal for Towing Services. Upon conclusion of the evaluation process the Evaluation Committee recommended Busters Towing (1987) Ltd. as the successful Proponent.

On January 14, 1999, City Council approved the Evaluation Committee's recommendation and awarded the 1999-2004 Towing Contract to Busters Towing (1987) Ltd. Included in that award was a provision at Part C, Section 3.1 as follows: "The term of Contract is for five (5) years and may, subject to mutual agreement of the parties, be extended for an additional five (5) years. The Contract shall commence at 12:01 a.m., local time, February 15, 1999 and terminate at 12:00 o'clock midnight on the January 31, 2004.

During the past five years Busters Towing has exceeded the City's expectations as outlined in the 1998 RFP (#25-98-04) and improved service to the City, by over 100%, the majority in the area of City Bylaw Tows. Attached (Attachment 1) is a chart that demonstrates the difference between pre-1999 and current service levels. In addition Busters has remained current with technology that has ensured their ability to interface with City IT systems.

The incentive behind Busters commitment to provide the City with this excellent service has been in part, the prospect of a five year extension of their contract. Based on the information presented above, we feel the extension of this contract would be mutually beneficial to the City and to Busters.

FINANCIAL IMPLICATIONS

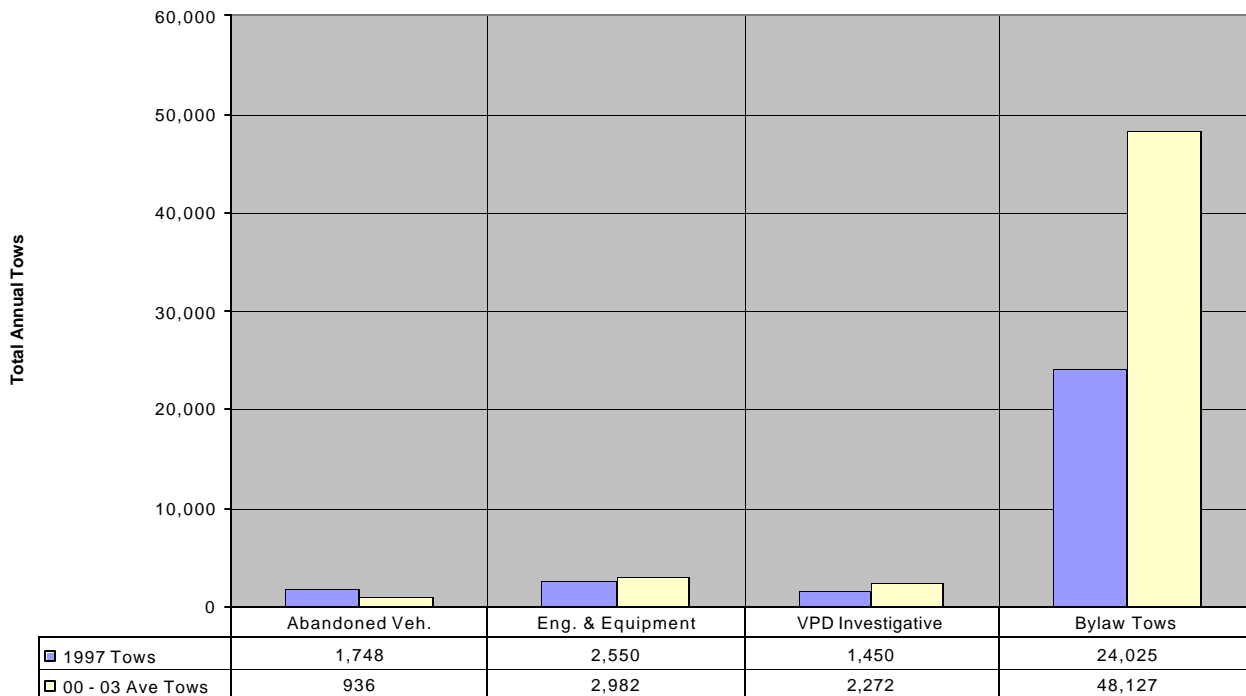
City Departments including Police, Engineering Equipment Branch, all Operating Branches, as well as, Parking Enforcement utilize and pay for towing services from their existing operating budgets in the amount of \$400,000 annually. In addition, third parties involved in Motor Vehicle Accidents or persons who have had their vehicles impounded pay for towing services separately, at no cost to the City.

CONCLUSION

Given that Busters Towing (1987) Ltd. have complied with or substantially exceeded the City's performance metrics, that they have suitable existing equipment to meet the City's demands and that Busters has an excellent relationship with the various user groups within the City, we recommend that the renewal option be implemented with Busters Towing (1987) Ltd., and that the contract for towing services be issued for a five (5) year period, commencing at 12:01 a.m., local time, February 01, 2004 and terminate at 12:00 o'clock midnight on January 31, 2009.

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1997 Tows versus 2000 - 03 (Average) Tows



TOWING SERVICES FOR THE CITY OF VANCOUVER

RFP NO. 25-98-04

During 1997 there was approximately:

- a. 1,748 Abandoned Vehicle tows;
- b. 2,550 City Vehicle tows plus approximately 150 service calls;
- c. 1,450 tows for Police investigation Vehicles plus 350 service calls;
- d. 24,025 Bylaw Impounded Vehicle tows (3,253 tows ordered by the Police Department and 20,772 ordered by the City's Engineering Staff. **(Note: This represents only twenty-six percent (26%) of requested By-law tows. The City projects that it is realistic to successfully complete forty-five (45%) of the requested Bylaw tows.)**)

NOTE..... since the above 1998 RFP projection, our Engineering Dept. records demonstrate that the current contractor has substantially improved service to the City by collecting 46.5% of our requested By-law Impounds, an improvement of 100% from pre-1998 service levels, as outlined:

- a. 936 Abandoned Vehicle tows;
- b. 2,982 City Engineering tows;
- c. 2,272 tows for Police investigation;
- d. 48,127 Bylaw Impounded Vehicle tows **(Note: This represents an average of 46.5% of requested 2000 - 2003 Bylaw tows.)**

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