

Questions:

Is there a pre-bid meeting scheduled for potential bidders?

No. However, BHPD Traffic Bureau will host a visit to their impound facilities for participants involved in the RFP process on September 28, 2012 from 9:00 to 11:00 AM at 332 N. Foothill Rd.

Although not listed in the required equipment, it is our understanding that the City has requested Spill Master Absorbent for the treatment of road spills. Is this going to be a standard requirement? At this point it is preferred, but not a requirement. We would like to see the tow vendor use Spill Master Absorbent or equivalent product.

Regarding Insurance and Indemnification:

1. As per your service requirements, all impounded vehicles that are to be towed to one of the two locations owned by the city for storage. If that is the procedure, then is it necessary for our company to add your locations to our insurance, since the vehicles are under your care and custody and not ours? The tow vendor would still need to name the city as an additional insured because the vendor would still be performing work on both city lots.
2. Pertaining to location#2 (where our employee will be stationed), if we do have to add your locations as additional insured's to our policy, can we then charge storage on the vehicles to offset the cost of insuring the locations? Yes, the first hour of storage would be free. You will be allowed to charge storage from that point on.
3. Furthermore, given these circumstances, are we still required to carry the two million in coverage? Yes, all vendors conducting business with the city are required to carry a minimum of two million dollars

Regarding Sect. 4-4:

1. When towing vehicles into location #1 (336 N. Foothill Rd), is it required that our company both tow a vehicle into the subterranean parking structure and into a specific parking space within the building? If so, what is the clearance of this sub garage? In most cases, any open parking space would be fine, unless the vehicle is impounded for evidence. The maximum vehicle height for 336 N. Foothill is six foot nine inches. Vehicles that are taller would be taken to the vendor's tow lot.
2. The current vendor is currently providing a forklift with a wheel lift attachment at the 336 N. Foothill locations in order to properly maneuver and organize the vehicles within the subterranean garage free of charge. Are respondents going to be held to the same standard? Or if not, will there be an authorized city employee available to operate a forklift and properly organize the lot? Currently, our tow vendor provides a forklift free of charge to assist in parking the impounded vehicles in the storage lot (336 N. Foothill). In the past, the practice has served

us well. The vendor is familiar with the equipment and knows its limitations. Furthermore, we do not have an employee trained or certified to operate a forklift.

3. Regarding locations #1 & 2: Who is responsible for the maintenance and janitorial aspects of these locations, and is this sub garage in location #1 properly ventilated and free of asbestos and mold? The city will be responsible to clean and maintain both impound lots. The city is currently in the process of inspecting both locations for both mold and asbestos.
4. Who is responsible for providing office supplies, and required computer equipment at the City's facility? The vendor is responsible for office supplies and computer equipment necessary for the vendor to perform his/her job.

Regarding Sect. 4-5:

1. In Location#2 (332 N. Foothill), you mention that multiple City departments utilize this building. During the hours which we are to be releasing vehicles, in order to ensure the security of the impounded vehicles, will we have exclusive use of the premises in order to minimize the probability of unauthorized personnel entering the premises and damaging vehicles being stored there? At the present time, the 332 N. Foothill impound lot is shared with Public Works, Information Technologies and some private contractors. In the coming weeks, the Police Department will make an effort to restrict these groups from using the lot after 3:00PM. This action should help insure security for the impound lot.

Regarding Sect. 5-9:

1. It is required for our company to have sufficient two units and tow operators available and in close proximity to the city limits at all times; does this mean that we do not have to be within the city's borders? Your business office and storage lots must be within seven miles of the city borders. There is no such requirement s to have two units within the city. However, the RFP requires the tow vendor should have sufficient units to maintain the fifteen minute response time for service requests.

Regarding Sect. 5-10:

1. It is stated that our company should provide an employee to staff the storage location between the hours of 3:00 pm – 6:30 pm. Is this employee to be provided free of charge to the city? Or is the city offering compensation for this staff member? If not, can we charge storage to offset the cost of this staff member's payroll? The vendor is required to staff the 332 N. Foothill lot with his/her employee free of charge to the city. The city will not compensate the tow vendor for staffing of the impound lot for release of anti gridlock impounds. However, the city will allow the tow vendor to charge storage related to these impounds.
2. In addition, what employee level is required (General Manager, Operations Manager, Office Manager, Customer Service Rep, Tow Operator, or Lot man) for the position in location#2? The

staffing of location #2 would be a decision made by the tow vendor. It should be noted that employee would have to release vehicles, answer the phone and monitor traffic in and out of the impound lot.

3. Can we please get clarification of what release documentation is required to be submitted every weekday before 8:00 pm? At 6:30PM at the close of the release period, the city will require the tow vendor to prepare a report listing vehicles that were not picked up by their owners and were towed back to the vendor's primary storage lot.

Regarding Sect. 5-11:

1. Will we have full access to location#1 in order to be able to commence the lien sale process on impounded vehicles on a "daily basis"? Per the City's guidelines it's mandatory that any outside vendor who desire access to location #1 has to be escorted by an employee of the Police Department at all times. That being said, daily inventory check is necessary to maintain accurate records and commence lien sales in a timely manner.
2. Is it mandatory for the respondent to provide in-house lien sale services, or is an outside vendor acceptable? If so, which outside lien service companies are approved by the City? Would the outside vendor also need to list the City as an additional insured in order to perform their duties on the City premises? It is acceptable to use an outside vendor for both lien sales and auction sales. The city does not have an approved list for outside contractors providing service for lien and auction sales; however the city would look for vendor who has a long history of good service to their clients. The outside vendor is required to list the city as an additional insured entity.