



CITY OF AUSTIN SCOPE OF WORK FOR TOWING SERVICES

1.0 PURPOSE

This scope of work covers requirements for the removal of parked vehicles from the City of Austin (“City”) streets and parking lots. Firms or individuals responding must be qualified and experienced in providing wrecker and impound services. Such firms must be capable to haul, impound, and store cars, trucks, and other vehicles.

The City reserves the right to add additional City departments to the resulting contract at any time during the contract period. If other City departments choose to utilize the resulting contract, the City will amend the contract to incorporate department-specific terms and conditions.

This will be a revenue neutral contract for the City. No revenue will be generated for the City nor will the City spend any money on these towing services. The rates listed on Section 0600 Bid Sheet shall be the cost of the fees to be paid by the individual with the towed vehicle. Award will be made to the Contractor who provides the lowest amount of fees to the individual with the towed vehicle. If pricing comes down to a tie between the Contractor’s, the Contractor whose impound lot is located closest to the State Capitol will be recommended for award. Section 0600 Bid Sheet has a line item to state the distance in miles your impound lot is to the Texas State Capitol. The address of the Capitol is 112 E. 11th Street, Austin, TX 78701.

2.0 DEFINITIONS

- 2.1** Approved Light-Duty Wrecker shall mean a tow truck with the capacity to tow a vehicle with the combined gross vehicle weight (GVW) of 14,000 pounds or less. The wrecker shall be equipped with wheel lifts, hitches, dollies, chains and cables, and any other equipment necessary to tow any type of passenger car, farm or construction-type tractor, or light-duty truck meeting the gross vehicle weight requirements. Flatbed type wreckers may be included as approved light-duty wreckers properly equipped. An approved light-duty wrecker shall be equipped to lift and carry vehicles without bending, scratching, or otherwise damaging them.

- 2.2** Approved Medium-Duty Wrecker shall mean a tow truck with the capacity to tow a vehicle with the combined GVW of 14,001 to 26,000 pounds or less. The wrecker shall be equipped with wheel lifts, hitches, dollies, chains and cables, and any other equipment necessary to tow any type of vehicle, tractor or equipment. Flatbed type wreckers may be included as approved medium-duty wreckers if properly equipped. An approved medium-duty wrecker shall be equipped to lift and carry vehicles without bending, scratching, or otherwise damaging them.
- 2.3** Approved Heavy-Duty Wrecker shall mean a tow truck with the capacity to tow a vehicle with the combined GVW of 26,001 pounds or more meeting all the requirements of ordinances pertaining to heavy-duty wreckers. The wrecker shall be properly equipped to tow any heavy-duty truck, including but not limited to garbage trucks and fire vehicles and equipment, and shall be able to lift vehicles without bending, scratching, or otherwise damaging them.

3.0 APPLICABLE SCOPE OF WORK

- 3.1** The Contractor shall abide with and be bound by all applicable statutes and ordinances. Contractors shall be governed by the City of Austin Code of Ordinances, Chapter 13-6 Vehicle Towing Services, Article 3 – Tow Truck Regulations and Article 4 – Towing Service Regulations. City of Austin Code of Ordinances may be found at: http://www.amlegal.com/austin_tx
- 3.2** In addition to the insurance requirements listed in Section 0400 Supplemental Purchasing Provisions, the Contractor shall be licensed, insured, and bonded as listed in Chapter 86.40 and proof shall be submitted with bid. <http://www.license.state.tx.us/towing/towrules.htm#86400>
- 3.3** The Contractor shall maintain a current and valid City Tow Truck Registration certificate for each tow truck used to provide towing services.
- 3.4** Please note: although a copy of a valid City of Austin Towing/Wrecker permit is no longer required to be submitted with the bid, copies of any State of Texas Towing and Wrecker License and Permits shall be submitted with the bid response. Reference the Texas Department of Licensing and Regulation (TDLR) for the most current list of required licenses and permits. <http://www.tdlr.state.tx.us/towing/towing.htm>.
- 3.5** The Contractor shall note and record the condition of all vehicles to be transported prior to moving the vehicle. The record shall be written, or recorded using a digital camera.
- 3.6** The Contractor shall keep a written record of all vehicles moved for a period of not less than **90** days. This report shall be available to the City at any time during the term contract and up until 12 months after expiration or

termination of the contract. The record shall consist of the following information:

- Date and Time of tow
- License Plate Number, Make, Model, and Year of vehicle being towed
- Physical address of location towed from
- Physical address of location vehicle is towed to

3.7 Damage to vehicles caused by the Contractor in the process of hooking, unhooking, and transporting the vehicles shall be the responsibility of the Contractor.

3.8 Contractor shall be responsible for risk of loss or damage to all items and vehicles in the care, custody, and control of the Contractor until retrieved by the owner.

3.9 Please see Attachment B for the locations and hours of towing services to be provided.

3.10 Unless approved by the Small & Minority Business Resource Department, (SMBR) and submitted with the bid on Section 0900 No Goals Form, the Contractor shall not subcontract any portion of the tasks noted herein without express written approval of the City Manager or his/her designee.

3.11 Contractor shall be able to safely navigate, lift, and carry vehicles within a multi-level parking garage with a vertical clearance of 6'8".

4.0 VEHICLE CATEGORY CLASS CODES

4.1 Class I (Light-duty) - under 6,000 GVW

4.2 Class II (Light-duty) - 6,001 to 10,000 GVW

4.3 Class III (Light-duty) - 10,001 to 14,000 GVW

4.4 Class IV (Medium-duty) – 14,001 to 16,000 GVW

4.5 Class V (Medium-duty) – 16,001 to 19,500 GVW

4.6 Class VI (Medium-duty) – 19,501 to 26,00 GVW

4.7 Class VII (Heavy-duty) - 26,001 to 33,000 GVW

4.8 Class VIII (Heavy-duty) - over 33,000 GVW

5.0 MINIMUM REQUIREMENTS - Contractor must follow all applicable Subchapters in Texas Occupations Code, Chapter 2308. <http://www.jp.hctx.net/tow/OC-Chapter2308.pdf>

The following constitute the minimum requirements of the Contractor for this contract:

5.1 Wrecker Service

Contractor shall provide towing and impoundment of vehicles as directed by the City of Austin through authorized staff or as listed above in the applicable scope of work.

- 5.1.1 The Contractor shall operate at a minimum a fleet of five (5) wrecker vehicles to ensure thirty (30) minute response times. Contractor shall have a minimum of one flatbed with a three ton capacity, two light-duty wreckers, one medium-duty wrecker, and one heavy-duty wrecker.
- 5.1.2 The Contractor must have an established, operational towing service regularly engaged in the business of providing towing and related services for a minimum of three consecutive years. The Contractor must furnish a minimum of three references as required in Section 0700 Reference Sheet.
- 5.1.3 Within three business days upon request from the City, the Contractor provide proof that all of their tow truck operators have a valid commercial driver's license with the required endorsements as mandated by State of Texas Laws and City of Austin Ordinances regarding operation of towing services and vehicle retrieval services. Drivers shall have a minimum of one (1) year of towing service experience within the last three years.
- 5.1.4 Wreckers shall meet all equipment, licensing, permitting requirements, and any other applicable statute, ordinance, rule or regulation governing tow trucks, including but not limited to: Chapter 2308 of the Texas Transportation Code; Tex. Administrative Code, Tex. Administrative Code, Section 16 Part 4 Chapters 85 and 86, and Chapter 13-6 of the of the Code of the City of Austin Texas.
- 5.1.5 Response Times - The City shall dispatch requests for authorized impound tows. The response time to get to the lot(s)/locations for authorized impounds shall be thirty (30) minutes or less, twenty-four (24) hours per day, seven (7) days per week.

5.2 Impound Lot

Contractor shall provide one location for impounded vehicles and personnel to collect Contractor's fees and to facilitate the release of vehicles when claimed by the owner/agent. This section establishes the minimum criteria for the impound/storage facility.

- 5.2.1 The impound/storage lot shall meet all licensing and inspection standards applied to the Contractor, including Chapter 2303 of the Texas Occupation Code; 43 Tex. Administrative Code, Section 16 Part 4 Chapters 85 and 86, and Tex. Transportation Code, Chapters 683 and 684.
- 5.2.2 Lot shall be located no further than one (1) mile outside the corporate limits of the City of Austin. Address of impound lot shall be listed on Section 0600 Bid Sheet.
- 5.2.3 Offices must be accessible to persons with disabilities and in compliance with the Americans with Disabilities Act.
- 5.2.4 The proposed lot shall hold a minimum of 200 vehicles and shall be secured by a fence (chain link, iron, etc), with a locking gate, at least eight (8) feet in height. The fence shall be topped with razor wire, security cameras, or some other similar type of deterrent to any unauthorized entry.
- 5.2.5 Vehicles shall be stored in a manner to prevent vandalism and minimize the possibility of damage to the vehicle and facilitate removal.
- 5.2.6 The Contractor shall be required to perform these described duties on a twenty-four (24) hour, seven (7) day per week basis to include holidays.
- 5.2.7 The Contractor shall maintain a staffed business telephone twenty-four (24) hours per day, seven (7) days per week including holidays for owners of vehicles to call and obtain information about their impounded vehicle. The telephone number shall be listed on their website. The Contractor shall release a vehicle on one (1) hour notice once the fees are paid.

5.3 Signage

- 5.3.1 Contractor must follow all applicable instructions related to signage listed in Texas Occupations Code, Chapter 2308, Subchapter G.

6.0 OTHER REQUIREMENTS

- 6.1 The City reserves the right to inspect the Contractor, or if applicable, the Subcontractor's, premises and wrecker units to be used to provide services under this contract during normal City operating

hours. Inspection may be made during the bid evaluation process, prior to award, to ensure compliance with this Scope of Work. The Contractor or the Subcontractor shall furnish without additional charge all reasonable assistance to the City to facilitate such inspection.

- 6.2 The City may perform additional inspections of premises and equipment during the term of the contract to ensure compliance with the Scope of Work.
- 6.3 The Contractor shall furnish a complete inventory listing of all wreckers and other equipment to be used under this contract with their bid. The list shall include the year, make, model, license plate number, VIN, and unit number and is titled Attachment A, Equipment Inventory List.
- 6.4 At the expiration or termination of the contract, Contractor shall have 30 calendar days to provide the City with an itemized inventory of vehicles remaining unclaimed the last day of the contract term or extension, or at the time of contract termination. The inventory must include the date of vehicle impoundment, vehicle ID, year, make/model, description of the vehicle, and name and address of the registered owner.

7.0 CONTRACT MANAGERS

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