

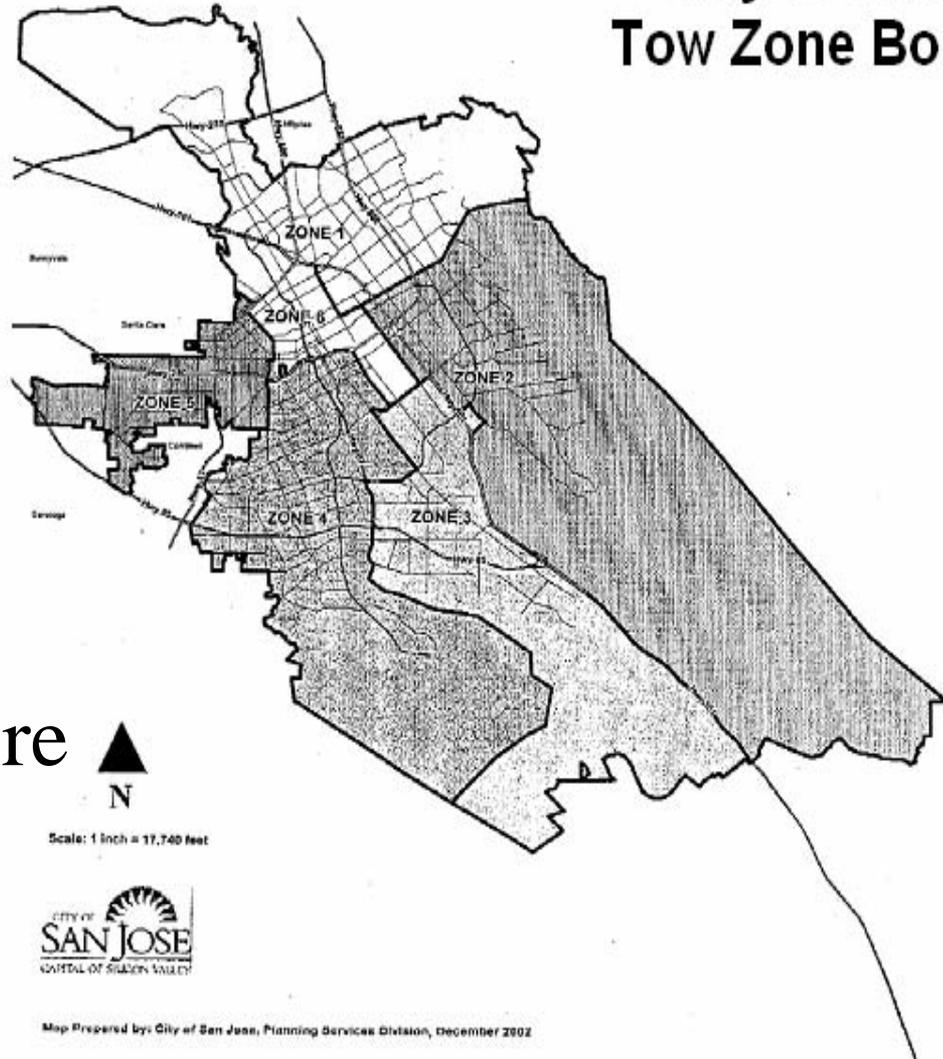


City Generated Zone Towing Services Award of Agreements

BACKGROUND

- 6 towing zones
- \$1.6 M Revenue
- Approximately 24,000 tows per year
- Agreements expire March 31, 2009

City of San Jose Tow Zone Boundries



Significant Changes to new Contracts

- Tow rates charged by Contractors is tied to California Highway Patrol (CHP) rates
- \$40,000 security deposit for all zones
- GPS technology for tow vehicles required
- Storage facility staffing hours aligned with Police Auto Desk hours

RFP Milestones

- Released on November 3, 2008
- 8 Companies responded to the RFP by December 10, 2008
- Written Evaluation
- Site Visits: January 14th, 15th and 16th, 2009
- One Proposer did not meet minimum qualifications

Site Visit Requirements

- Section 14.3 of the RFP states in part:
“Proposer vehicle storage locations will be visited by the evaluation team for the purpose of determining the full capabilities of the proposer and to verify that site requirements are present and accounted for.”

RFP Evaluation Scores

| Zone | Proposer | Compliance with Service Requirements (35 Points) | Quality of Service (35 Points) | Capabilities & Experience (20 Points) | LBE/SBE (10 Points) | Total |
|-------------|--|---|---------------------------------------|--|----------------------------|--------------|
| 1 | Matos Auto Towing and Transport | 35 | 35 | 19 | 10 | 99 |
| 2 | City Towing, Inc | 34 | 33 | 19 | 10 | 96 |
| 3 | Century Tow | 34 | 35 | 14 | 10 | 93 |
| 4 | Motorbody Company, Inc. | 35 | 35 | 14 | 10 | 94 |
| 5 | Courtesy Tow Services, Inc. | 35 | 33 | 19 | 10 | 97 |
| 6 | Delta Towing, Inc | 35 | 35 | 19 | 10 | 99 |
| | Extreme Towing, Inc. | 33 | 23 | 20 | 10 | 86 |

Protest & Appeal

Extreme Towing submitted a protest contesting their low scores in the areas of:

- Customer restroom facilities
- Security of towed vehicles including storage area and closed circuit television system
- Theft prevention and reporting procedures

Appeal of Award Recommendation

Staff Response to Appeal

Extreme Towing presents three key issues:

- Customer restroom facilities
- Closed circuit television security system
- Theft prevention and reporting procedures

Site Visit Requirements

- Section 14.3 of the RFP states in part:
“Proposer vehicle storage locations will be visited by the evaluation team for the purpose of determining the full capabilities of the proposer and to verify that site requirements are present and accounted for.”