



PROCUREMENT SERVICES

CITY OF SURREY, SURREY CITY HALL
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ADDENDUM #2

REQUEST FOR QUOTATIONS (RFQ) No.:	1220-040-2022-041
TITLE:	VEHICLE TOWING SERVICES AND SECURE STORAGE SERVICES
ADDENDUM ISSUE DATE:	AUGUST 30, 2022
DATE:	prefer to receive Quotations on or before September 8, 2022.

INFORMATION FOR CONTRACTORS

This Addendum is issued to provide additional information to the RFQ for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Contractor not being familiar with this Addendum.

QUESTIONS AND ANSWERS:

- Q.1** How many city works tows per month have there been for the last 5 years?
- A.1** Average 30 calls per month. This number is provided for information purposes only, no warranty or guarantee of quantities is given or implied. Contractor shall provide service as required.
- Q.2** What is the amount of revenue the city has collected from the contractor per month for the last 5 years?
- A.2** This information will not be released.
- Q.3** Can the contractor store cars for more than one contract in the Surrey tow yard?
- A.3** Yes. However, the Contractor is to comply with the specifications/requirements of the RFQ.

Q.4 Can the contractor use the trucks for more than one contract?

A.4 Yes.

Q.5 How does the city define revenue sharing?

A.5 Refer to Section 1.1(e) of Attachment 1 (Draft Agreement – Services).

Q.6 Can more than one Surrey Police agency use the secured storage area? If that is the case, then who should be paying for the storage? Will a member be there to open it?

A.6 The Surrey Police Service and RCMP will use the Police Secure Storage Facility. Refer to section 3.6 and 3.7 of Schedule A – Services.

Q.7 Dismissal of an employee is to follow Labour Standards Act, the same as a city employee. Could it be removed for the contract?

A.7 Dismissal between the employee and the Contractor does not involve the City.

Q.8 You want to share in the revenue of abandons, but what about the losses, such as a car with no value or when bio hazards are present? (ie. Gyprock, needles, drug residue, etc.)

A.8 Losses at the risk of the Contractor.

Q.9 Do you want the vehicles searched for VIN checks when brought to the yard or after 48 hours?

A.9 Refer to section 7.1(a) of Schedule A (Services).

Q.10 Do you want the driver to itemize belongings in a car and bring them into the office? If contaminated, do we have to decontaminate in our office (ie. Fentanyl, blood, etc.) and who is to pay the cost?

A.10 The Contractor will ensure that best efforts are used to secure any personal belongings in any vehicle when preparing to tow the vehicle, and during the storage of the vehicle.

Personal property contained in vehicle(s) which are removed and stored by the Contractor shall NOT be disposed of by the Contractor to defray any charges for towing or storage of vehicle(s) and such property must be returned to the owner or other person legally entitled to lawful possession.

With regards to contaminated items, in such instances, the City will depend upon the Contractor's experience in the appropriate handling of such matters. This will include any necessary personal protection equipment needed. Any such costs will be the sole responsibility of the Contractor.

Q.11 R.O searches are within 48 hours. It is difficult since MVB is only open on business days. Lien checks and out of province cars can take up to a week to get reply. Who is paying for these?

A.11 Refer to section 7.1(a) of Schedule A (Services).

Q.12 What is the city administration fee?

A.12 Refer to section 1.1(b) of Attachment 1 (Draft Agreement). Also, refer to line item 10 of Schedule B – Form of Quotation.

Q.13 What is the tow company administration fee?

A.13 The City does not set this fee.

Q.14 Who is paying for removal of biohazards sent in by city officials or police?

A.14 The City or Police does not send biohazards to the Contractor.

Q.15 How is the contractor compensated for itemizing what is in the vehicle and photos and bringing things into storage?

A.15 There is no additional compensation.

Q.16 Do you want abandon vehicles unlocked in the first 48 hours to get VIN's as they are usually covered up? This also makes it hard to get RO (registered owners) checks within 48 hours as most MV (motor vehicle) branches are only open business hours.

A.16 The City's expectation is that the Contractor will make every reasonable effort to comply with this requirement.

Q.17 Do you want to share in revenue from abandon vehicles? What about the losses in revenue with unclaimed and disposal fees? These can outweigh all revenues. (bio hazards, junk, garbage, gyprock, asbestos, oil, gas, welding bottles, etc.)

A.17 Refer to response in A.8.

Q.18 Can more than one company store more than one contract investigation in the Surrey secured area?

A.18 The Police Secure Storage Facility is for the exclusive use of the Surrey Police Service and RCMP.

Q.19 Must dismissal of employees be though labor standards laws? But suspension in mean time.

A.19 Refer to response in A.7.

Q.20 Are you saying that if the call numbers are half in a month, then the sum paid to you will stay the same?

A.20 The Guaranteed Minimum Annual Revenue is to be paid to the City in accordance with the payment schedule.

Q.21 Do you want a separate security company for the secured storage?

A.21 No.

- END OF ADDENDUM -

All Addenda will become part of the RFQ Documents.
