



## PROCUREMENT SERVICES

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### ADDENDUM #3

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REQUEST FOR QUOTATIONS (RFQ) No.:	1220-040-2022-041
TITLE:	VEHICLE TOWING SERVICES AND SECURE STORAGE SERVICES
ADDENDUM ISSUE DATE:	SEPTEMBER 01, 2022
<b>(REVISED) DATE:</b>	<b>PREFER TO RECEIVE QUOTATIONS ON OR BEFORE SEPTEMBER 15, 2022.</b>

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### 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.

1. **(Revised) Date:** The City would prefer to receive Quotations on or before **September 15, 2022**.
2. Notice to Participants.

Any interested party is eligible to participate in this RFQ.

The current provider of the City's towing services, Clover Towing Ltd. is not precluded from submitting a Quotation in response to this RFQ. The current provider may have experience and knowledge that is not available to other interested parties.

The previous provider of the City's towing services, Unitow Services (1978) Ltd. is not precluded from submitting a response to this RFQ. The previous provider may have experience and knowledge that is not available to other interested parties.

The City has endeavored to make available to interested parties information in the City's possession the City has identified as relevant to the existing services agreement, except the City will not release any of the current provider's confidential information.

**QUESTIONS AND ANSWERS:**

**Q.1** What is the total number of calls generated for the contract per month for the last 5 years?

**A.1** The information provided in this Addendum and the RFQ, is the best information that the City is aware of, but the City does not in any way guarantee the accuracy or completeness of such information and contractors should apply their own judgment as to the reliability of such information.

Additional information on the number and type of Contractor calls (i.e., Police, Fire and Engineering) per month is not available as the City does not track this information.

City's estimate of the average calls per month for Bylaw is 162.

**Q.2** What are the number of normal calls per month for the last 5 years?

**A.2** Average calls per month for Bylaw: 162

**Q.3** Does the RFQ entertain alternate ways of service delivery; that is to say, is there consideration given to "out of the box" business plans.

**A.3** The description of the Services as described in Attachment 1 – Draft Agreement, Schedule A - Services sets out the minimum requirements of the City. Contractors should prepare a Quotation that meets these preferred specifications/requirements, and may choose, to also include goods, services or terms that exceed the minimum requirements. Contractors are invited to submit innovative solutions and the City encourages suggestions to improve the Services.

**Q.4** How is the Gross Revenue sharing calculated.  
What revenue is included, as businesses typically have a number of revenue sources, what parameters are used.

**A.4** Refer to the definition of Gross Revenue in sub-section 1.1(n) of Attachment 1 - Draft Agreement.

**Q.5** 8.1(d) Please elaborate on this point

**A.5** Refer to Attachment 1 – Draft Agreement - delete sub-section 8.1(d) in its entirety.

**Q.6** Are the storage fees for a vehicle stored at the contractor's facility and collected by the contractor due to the City.

**A.6** Vehicle storage fees are included in Gross Revenue. Refer to answer A.4 above.

**Q.7** Please clarify what fees are collected : on behalf of the city"

**A.7** Refer to Attachment 1 – Draft Agreement, Schedule A – Services section 8.2,

(a) What is a Bylaw Impounded Vehicle Storage Site License fee.

It is the business license for the Contractor.

(c) Please clarify, be definition Abandoned Vehicles would not have a storage fee as they are unclaimed.

Abandoned vehicles have storage fees until disposed of.

(d) What percentage of any income generated by the disposal of abandoned or unclaimed vehicles would be due to the City.

Refer to Attachment 1 – Draft Agreement, Schedule A – Services, Section 7.

**Q.8** Would the towing and any accrued fees (i.e., owner and lien search) be deducted from the amount due to the city.

**A.8** All income sources are included in the definition of Gross Revenue. Refer to answer A.4 above.

**Q.9** (8.3.2) What is the amount of the Administration Fee the contractor should charge the city for towed abandoned vehicles.

**A.9** This Administration Fee is set by the Contractor. The City does not set this fee. The administration fee should be calculated to reflect the actual costs incurred by the Contractor to conduct administrative functions.

**Q.10** Was this arrangement effective in the current towing and storage contract.

**A.10** Yes.

**Q.11** How do the police on site call for an alternate towing company to provide service, is there a separate agreement with the 'on call' firm.

**A.11** When Police are required to obtain the services of the Contractor, the City has established specific timelines for this service.

In the event the Contractor is not able to provide this Service then the Police have the option to call another tow company.

**Q.12** Will the service provide called as an alternate by the police participate on a revenue sharing with the city.

**A.12** No.

**Q.13** What help might a contractor expect from the city in the handling and disposal of hazardous materials, building materials, garbage that may be in a vehicle directed to be towed.

**A.13** The City will provide no assistance.

**Q.14** What guidelines does the city have for the contractor's administration fee in order to protect the citizens who have their vehicles towed.

**A.14** The Administration Fee is specified within the Agreement in sub-section 1.1(b) of Attachment 1 - Draft Agreement and is to be consistently applied throughout the Term.

**Q.15** The amount paid to the city for revenue for all contracts should be public knowledge viewable by the taxpayer. Are you saying that we need to file a freedom of information request? As in all previous contracts, there was a suggested monthly payment amount.

**A.15** The City will not disclose any technical, commercial or financial information, where the disclosure could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of the City's current service provider.

**Q.16** Does the officer impounding the car not do an inventory like most other jurisdictions.

**A.16** The towing company is responsible for the vehicle inside and out.

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**All Addenda will become part of the RFQ Documents.**

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