

Williamson County

Wrecker Management and Dispatch System

Table of Contents

Section 1

General

1. Background/History

Section 2

Statement of Work

1. Introduction
2. Agreement Term
3. Respondent Qualifications
4. Program Requirements
5. Scope of Work
6. Compensation
7. References
8. Evaluation Criteria

Williamson County

Wrecker Management and Dispatch System

Section 1

General

Williamson County, Texas, herein after “WILCO,” is soliciting requests for proposals to enter into an agreement with a qualified Individual, Firm, or Corporation, herein referred to as “Respondent,” to be the provider of Wrecker Management and Dispatch System for all WILCO incident tows. An “incident tow” is defined for the purpose of this RFP as a non-consent tow of a vehicle in which the wrecker is summoned by a peace officer because of a traffic accident or due to arrest or other law enforcement action.

WILCO is soliciting offers under the guidelines provided with the authority through Texas Local Government Code, Chapter 262. All proposals must meet the requirements outlined in this RFP to be considered for evaluation by the County (WILCO).

1. **BACKGROUND/HISTORY:** Pertaining to this RFP for wrecker management and dispatch system, the Williamson County Sheriff’s Department operates a 24/7 emergency communication system that currently uses a rotational wrecker system for non-consent tows. Vehicles towed under this system range approximately from five to 25 vehicles per day. These numbers may differ based on weather conditions, time of year and emergency services requested.

WILCO and the Sheriff established and maintains the wrecker rotation list which qualified wrecker services are rotated on a per-call basis. These wreckers must meet all the requirements set forth in Texas Department of Licensing and Regulations. If WILCO selects a provider to provide wrecker management and dispatch system for all incidents related to non-consent tows, this rotation list will be transferred to the awarded provider. WILCO will continue to use this transferred rotation on the new wrecker management and dispatch system.

- 1.1 **Purpose:** WILCO is seeking a Respondent to provide a system that will use modern technology to dispatch and manage impound services to accomplish the goals as follows:

Reduce the amount of time law enforcement officers and emergency communications staff spend on managing wreckers and put their services to better use.

Provide successful technology and operations, including centralized dispatching for WILCO's non-consent tow rotation, and real-time tracking of vehicle locations and towing status

Create a more efficient system which quickly clears roadways with a one point of contact for tow request and records management.

Provide Deputies with the ability to request tows from their mobile devices, which can include, but are not limited to, laptops, MDT's, cellular devices, etc.

Provide the citizens of WILCO with one point of contact for reliable information on towed/stored vehicles, which includes locations of the vehicle, costs, and information on how to obtain a release.

Must provide strong customer service to both the citizens of WILCO, tow companies and the Williamson County Sheriff's Department.

Must have the ability to assist with Williamson County Sheriff's Department with the enforcement of current laws regarding the licensing of tow trucks, vehicle storage facilities and record management.

Must provide objective, consistent reporting and 24/7 access to enrolled tow companies and records pertaining to all vehicles towed/stored with the Williamson County Sheriff's Department.

Must have or implement clear policies and procedures that protect the Williamson County Sheriff's Department.

The record management system must be able to be access 24/7 and provide WILCO with the ability to make sure billing and costs coincide with the rules and regulations of the non-consent tow agreements.

Ensure compliance with all State of Texas laws and regulations and statutory requirements.

Must be able to provide automated reporting of all tows, to include those not towed under this contract.

Objective: WILCO is seeking an individual, firm, or corporation to be the provider of wrecker management and dispatch system services for incident tows on an as-needed basis. The selected individual, firm, or corporation shall have a contract with an impound yard in a response zone within Williamson County. Services set forth herein will be performed at no cost to WILCO, and Respondent will have the right to collect third-party fees related to the towing and impound services.

Section 2

STATEMENT OF WORK

1. **Introduction:** This request for proposals (RFP) describes the information for the Respondent to provide services which shall include, but are not limited to, the requirements contained herein. Services set forth that contain the words “will,” “must” or “shall” are mandatory and shall be provided as specified with no alteration, modification, or exception unless an alteration, modification or exception would enhance the services provided to WILCO. All alterations, modifications or exceptions to any requirement shall be clearly noted by the Respondent. Services set forth that contain the words “may,” or “can,” allow Respondents to offer alternatives to the way the services are described in the RFP.
2. **AGREEMENT TERM:** The terms of the awarded Agreement shall include, but limited to, the following:
 - 2.1 The term of this initial Agreement is estimated to begin at the time of Award by Commissioners Court and shall remain in full force for sixty (60) months or five (5) years.
 - 2.2 WILCO reserves the right to review the awarded Respondent’s performance any time during the Agreement term.
 - 2.3 If the Respondent fails to perform its duties in a reasonable and competent manner, WILCO shall give written notice to the Respondent of the deficiencies and the Respondent shall have seven (7) days to correct such deficiencies. If the Respondent fails to correct the deficiencies within the seven (7) day notice, WILCO may terminate the agreement by giving the Respondent written notice of termination and the reason for termination.
 - 2.4 If the Agreement is terminated, for any reason, the Respondent shall turn over all records to WILCO within fifteen (15) working days after completion of duties contained in the Agreement.
 - 2.5 WILCO shall have the right to terminate this Agreement, in whole or in part, for convenience and without cause at any time upon ninety (90) days written notice to the Respondent.
3. **RESPONDENT QUALIFICATIONS:** WILCO has established the following minimum qualifications. Respondents that do not meet the minimum qualifications will not be considered for the award. The Respondent will provide explanation of the following:
 - 3.1 Tow wrecker management system that can receive and send data through hosted web application to endpoints, including but not limited to, computer and phone.
 - 3.2 The proposed solution will work in conjunction(not integrated) with the county’s CAD system and provide dispatchers with ease of access in assigning

and monitoring tows in the rotation. This should include GPS tracking in real time.

- 3.3 Provide technology that is compliant with all applicable legal mandates. Complete attached Technology Project Requirements.
- 3.4 24/7 customer support and administrative access with the ability to add, remove or alter the current rotation of wreckers.
- 3.5 Have a satisfactory record of integrity and ethics; and
- 3.6 Wrecker management system customized to the requirements for the Williamson County Sheriff's Department.

4. PROGRAM REQUIREMENTS: WILCO is requesting, at a minimum, the following based upon the criteria listed:

- 4.1 Staffing: 24/7 technical and customer support
- 4.2 Account Management: Ability to manage all aspects of the wrecker management system and provide the Williamson County Sheriff's Department with access to all aspects of the management system pertaining to WILCO.
- 4.3 Reporting: 24/7 access to all records pertaining to tows, tow billing and all other related documentation as requested by WILCO.
- 4.4 Legal Requirements: It shall be the responsibility of the Respondent to be knowledgeable of all Federal, State and Local Laws, ordinance, rules, and regulations that in any manner affect the services covered herein which may apply.

5. SCOPE OF WORK: The RFP is to establish the scope of work and requirements to enter into an agreement with a qualified wrecker management service that is capable of being the exclusive services provider to WILCO for incident and impound services. The Respondent, at its expense, shall furnish all equipment, labor, tools, supplies, transportation, insurances, facilities, and any other expenses necessary to fully perform all aspects and phases of this RFP. The successful Respondent shall meet or exceed the requirements as specified herein.

5.1 Definitions

- a. Sheriff shall mean the duly elected Sheriff for Williamson County, or the person designated by him/her to act in his stead.
- b. WILCO shall mean Williamson County, Texas.
- c. Sheriff's Department shall mean the department located at 508 S. Rock Street, Georgetown, Texas.
- d. Consent Tow shall mean any tow of a motor vehicle/vessel initiated by the owner or operator of the vehicle/vessel or by a person who has

possession, custody, or control of the vehicle/vessel. The term does not include a tow, or a vehicle/vessel initiated by a peace officer.

- e. Heavy Duty Tow shall mean towing a vehicle/vessel with a gross weight over 25,00 pounds.
- f. Impounded Vehicle/Vessel shall mean a vehicle/vessel brought into the facility due to law enforcement action that is neither evidence nor a seizure.
- g. Incident Tow is a non-consent tow of a vehicle/vessel in which the wrecker is summoned by a law enforcement officer because of a traffic accident or due to an arrest or other law enforcement action.
- h. Light Duty Tow shall mean towing a vehicle/vessel with a gross vehicle weight of 10,000 pounds or less.
- i. Medium Duty Tow shall mean towing a vehicle with a gross vehicle weight over 10,000 pounds but less than 25,000 pounds.
- j. Non-Consent Tow shall mean any tow of a vehicle/vessel that is not a consent tow.
- k. Sheriff's Department shall mean the Williamson County Sheriff's Department and its deputies, authorized employees, and agents.
- l. State shall mean the State of Texas.
- m. Vehicle Owner shall mean a person:
 - (1) Legal or registered owner of the vehicle.
 - (2) Permission from legal or registered owner.
 - (3) who holds the vehicle/vessel through a lease agreement
 - (4) who is a lienholder holding an affidavit or repossession and entitled to repossess the vehicle/vessel.

6. **COMPENSATION:** Respondent shall explain and perform all incident tows on behalf of WILCO at no cost to WILCO. Compensation for the Wrecker Management and Dispatch System shall be contractual between the Respondent and those contracted tow companies with WILCO.

7. **REFERENCES:** Provide at least three industry related references showing experience with your wrecker management system.

8. Evaluation Criteria

Comprehensive Management Computer System	40 Points
Customizable to WILCO Dispatch	40 Points
References	10 Points
Compensation	10 Points