

INTRADEPARTMENTAL CORRESPONDENCE

*Earl R. Vega for
07-30-15*

July 29, 2015
1.0

TO: Honorable Board of Police Commissioners

FROM: Executive Director, Board of Police Commissioners

**SUBJECT: RECOMMENDATION OF QUALIFIED VENDOR TO PROVIDE
OFFICIAL POLICE GARAGE TOWING AND STORAGE SERVICES
FOR SERVICE AREA 2 (RFP # 14-980-013)**

Recommended Actions

1. That the Board of Police Commissioners REVIEW and APPROVE the selection of Viertel's Automotive Service, Inc. to serve as the Official Police Garage for Service Area 2.
2. That the Board REQUEST the Mayor and City Council to authorize the President of the Board of Police Commissioners, or his designee, to negotiate and execute an Official Police Garage Towing and Storage agreement for Service Area 2 with Viertel's Automotive Service, Inc.

Background

On December 6, 2013, the Board approved a master Request for Proposals (RFP) for Official Police Garage (OPG) Towing and Storage services for seventeen service areas [BPC #13-041841]. On February 25, 2014, the City Council authorized the release of the RFPs (C.F. 13-1672).

This proposal is for Standard Duty Towing and Storage Services in Service Area 2 of the Los Angeles Police Department (see attached map). This service area is comprised of LAPD's Rampart Area and a portion of Olympic Area. The previous contract for this service area has expired.

Duties

The general duties of a standard duty towing OPG include responding on a first-priority basis to requests for regular duty towing services initiated by the LAPD or the City's Department of Transportation. Additional requests for towing may be initiated by police officers of the Port of Los Angeles, Los Angeles World Airport police, or any City governmental agency

representatives who are authorized to request the removal of vehicles for the purpose of storage and/or investigation. Typical towing situations may include, but are not limited to, the removal of illegally parked standard-duty vehicles and vehicles that are disabled as a result of traffic accidents and may be severely damaged.

“Standard-duty” service is defined as relating to the towing and storage of vehicles weighing 10,000 lbs. or less. The anticipated number of vehicle impounds per month is 1,216. The recommended storage area is five (5) acres. The recommended equipment is six (6) standard duty flat-bed carriers, and six (6) standard duty trucks.

RFP Release

The RFP was released through a posting on the City’s Los Angeles Business Assistance Virtual Network on July 2, 2014. A mandatory pre-proposal conference was held July 10, 2014. Proposals were due August 14, 2014. It is anticipated that the term of the contract is for five years and is renewable for a five-year period.

Two proposals were submitted for Service Area 2, Viertel’s Automotive Service, Inc. (DBA Viertel’s Rampart Division) and Chris, Deena, Lisa, Inc. (DBA International Tow, Inc.) Viertel’s has serviced this area for sixty-five years the current management has serviced this area for eleven years. Viertel’s Automotive Service, Inc. is also the current provider of towing and storage services for OPG Service Area 4 which is comprised of LAPD’s Hollenbeck Area. Chris, Deena, Lisa does not provide towing services to the City however it provides towing services to the Los Angeles County Sheriff’s Department.

Staff from the Commission Investigation Division’s (CIDs) Enforcement Section: inspected the type and the condition of towing equipment; identified electronic dispatch equipment; identified security and video surveillance measures; reviewed inventory and storage procedures; interviewed references; and, conducted recorded interviews with key personnel.

Evaluation

An Official Police Garage Review Committee comprised of one staff member from the Office of the City Administrative Officer, the City’s Department of Transportation, and the Los Angeles Police Commission, rated the proposals. As prescribed in the RFP, the proposals were rated on Formal Business Plan, Experience, History of Contract Compliance, Customer Service, and Honesty and Integrity.

The Review Committee found that Viertel's had a clearly defined business plan, a solid financial position, and extensive experience. The Committee found that Chris, Deena, Lisa lacked a detailed business or customer service plan.

CID's background investigation of Viertel's history of contract compliance revealed eight complaints from 2012 to 2014. Four of these complaints involve customer allegations that Viertel's staff caused damage to their vehicle, three of these complaints were not resolved one complaint was sustained. Three complaints involve customer allegations of discourtesy on the part of Viertel's staff these complaints were not resolved.

The Committee awarded an average score of 85.3 based on a 100 point scale, to Viertel's Automotive Service, Inc., and a score of 67.0 to the Chris, Deena, Lisa proposal.

OPG Review Committee Ranking of Proposals for Service Area 2

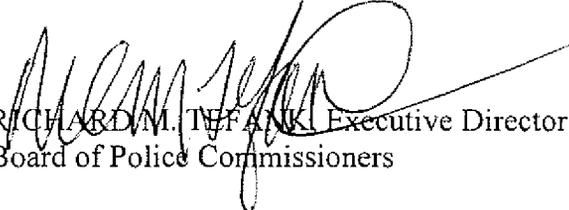
Proposer Name	Rank Order	Average Score
Viertel's Automotive Service, Inc.	1	85.3
Chris, Deena, Lisa, Inc.	2	67.0

In a letter dated, June 30, 2015, both bidders were notified of the results by mail. As allowed in Section 41.0 of the RFP, proposers were offered an appeal. Chris, Deena, Lisa, Inc. was provided until July 13, 2015 to appeal but they failed to contact our office.

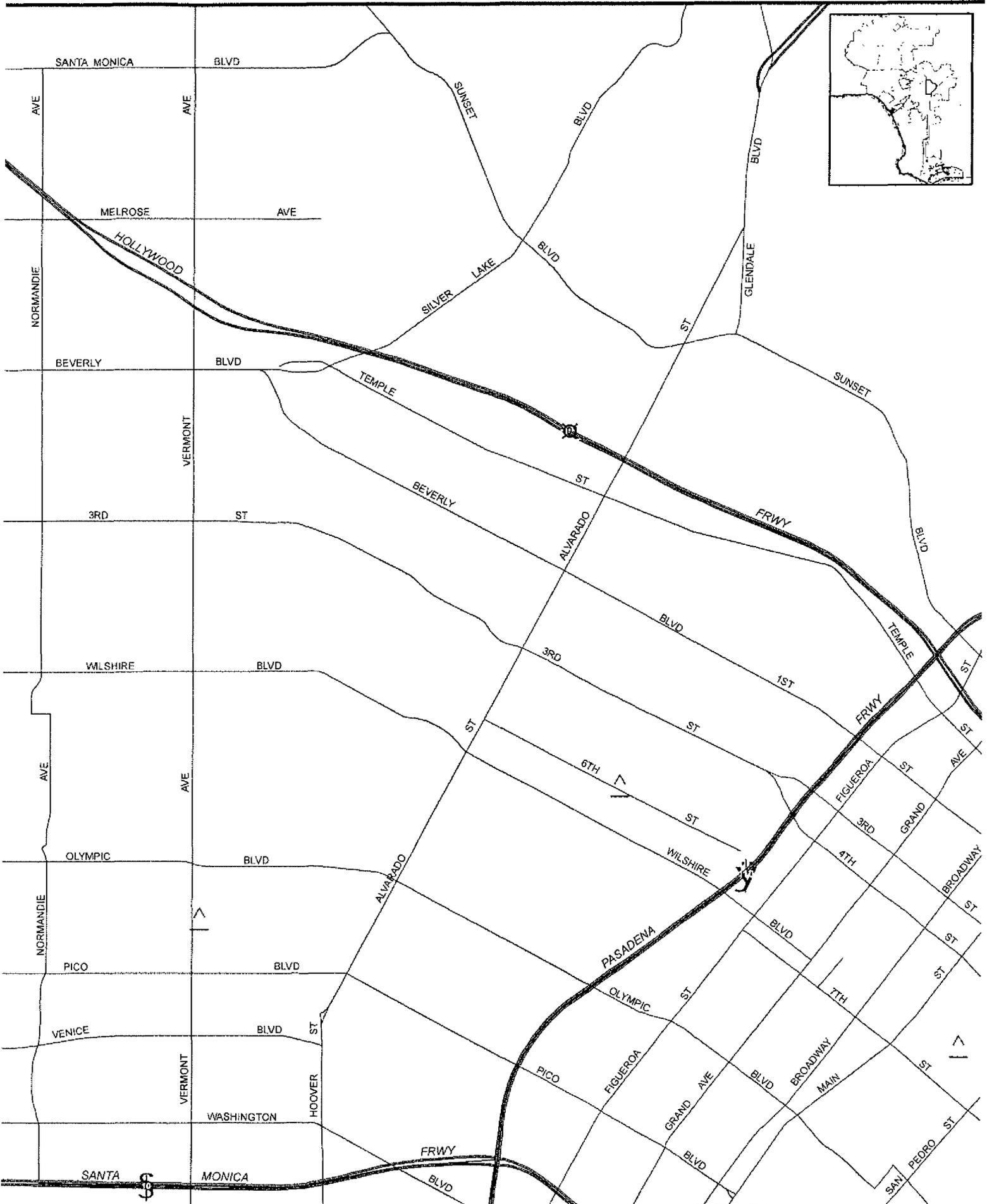
Recommendation

Based on the Review Committee's analysis of the proposals submitted by Viertel's Automotive Service, Inc. and Chris, Deena, Lisa, Inc., it is my recommendation to the Board of Police Commissioners that Viertel's Automotive Service, Inc. be awarded the contract to provide towing for Service Area 2.

Questions regarding this recommendation may be directed to Senior Management Analyst Rene Gomez, who served as the RFP Program Manager. He can be reached at (213) 236-1438.


RICHARD M. TEFANK, Executive Director
Board of Police Commissioners

**BOARD OF
POLICE COMMISSIONERS**
Approved *August 4, 2015*
Secretary *Maria Lee*



LOS ANGELES POLICE DEPARTMENT
**OFFICIAL POLICE GARAGE
 SERVICE AREA 2**

▲ Police Station

