

**INTRADEPARTMENTAL CORRESPONDENCE**

December 5, 2016  
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 12 (RFP # 14-980-019)**

**Recommended Actions**

1. That the Board of Police Commissioners REVIEW and APPROVE the selection of Al's Towing (Pavon Enterprises, Inc.) to serve as the Official Police Garage for Service Area 12.
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 12 with Al's Towing (Pavon Enterprises, 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 12 of the Los Angeles Police Department (see attached map). This service area is comprised of LAPD's 77<sup>th</sup> Street Area and a portion of Newton Area and Southeast 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 420. The recommended storage area is three-and-a-half (3.5) acres. The recommended equipment is three (3) standard duty flat-bed carriers, and two (2) standard duty trucks.

### **RFP Release**

The RFP was released through a posting on the City’s Los Angeles Business Assistance Virtual Network on October 1, 2014. A mandatory pre-proposal conference was held October 9, 2014. Proposals were due November 13, 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 12, Al’s Towing (Pavon Enterprises, Inc.) and Chris, Deena, Lisa, Inc. (DBA International Tow, Inc.) Al’s Towing has serviced this area for thirteen years it also has towing agreements with the California Highway Patrol. Chris, Deena, Lisa 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 Al’s Towing had a clearly defined business plan, extensive experience, and guidelines for customer service, and employee honesty and integrity. The Committee found that Chris, Deena, Lisa lacked extensive experience and a detailed business or customer service plan.

BOARD OF  
POLICE COMMISSIONERS  
Approved *December 13, 2016*  
Secretary *Maria Silva*

CID's background investigation of Al's Towing history of contract compliance revealed four complaints from 2004 to 2013. Three of these complaints were not resolved one complaint was unfounded.

The Committee awarded an average score of 85.3 based on a 100 point scale, to Al's Towing, and a score of 66.7 to the Chris, Deena, Lisa proposal.

**OPG Review Committee Ranking of Proposals for Service Area 2**

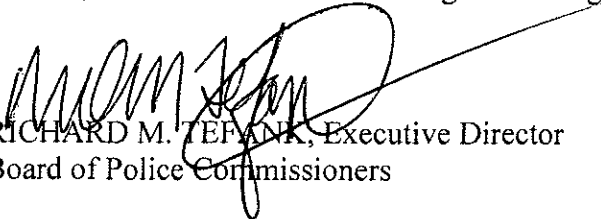
<b>Proposer Name</b>	<b>Rank Order</b>	<b>Average Score</b>
Al's Towing	1	85.3
Chris, Deena, Lisa, Inc.	2	66.7

In a letter dated, November 22, 2016, 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 December 1, 2016 to appeal but they failed to contact our office.

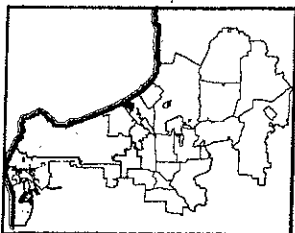
**Recommendation**

Based on the Review Committee's analysis of the proposals submitted by Al's Towing and Chris, Deena, Lisa, Inc., it is my recommendation to the Board of Police Commissioners that Al's Towing (Pavon Enterprises Inc.) be awarded the contract to provide towing for Service Area 12.

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  
Secretary



# LOS ANGELES POLICE DEPARTMENT OFFICIAL POLICE GARAGE SERVICE AREA 12

Police Station

