

**Request for Proposals**  
**West Valley City Police Department**  
**TOWING SERVICE PROVIDER**

## **I. Summary**

West Valley City (“the City”) is requesting proposals from qualified individuals or firms (“Providers” or “Responders”) to provide non-preference towing, impound, and storage services for the West Valley City Police Department and other City departments. While this RFP seeks a provider that can accommodate most or all non-preference tows required by the City, the resulting contract(s) will be non-exclusive, and the City reserves the right, at its sole discretion, to enter into agreements with more than one provider.

Responders to this request for proposals are to review the criteria described in this request and submit a proposal that matches those criteria as closely as possible. All Responders must follow the requirements listed herein, have a valid business license, and submit proof of insurance if required. Failure to follow any requirement of this request may result in rejection of a proposal.

Any questions should be directed to the Towing Coordinator at 801-965-5174 or [towingcoordinator@wvc-ut.gov](mailto:towingcoordinator@wvc-ut.gov).

## **II. Submission Requirements**

Proposals must be received no later than **3:00 P.M. local prevailing time**, as conclusively established by the clock on <https://utah.bonfirehub.com>, on **June 4, 2026**. All proposals shall be submitted through Bonfire and alternative methods of submission shall not be accepted. Proposals shall reflect the best and most current information and offer.

**All proposals must be signed by an authorized representative of the Responder. The signature on the proposal signifies the Responder’s intent to comply with the terms, specifications, and conditions set forth in this request, unless specific exceptions are explicitly noted on the face of the proposal.**

**The City reserves the right to reject any or all proposals; waive any informality or technicality in the City’s sole discretion; and accept any proposal deemed to be in the best interests of the City.**

## **III. Intent of Request for Proposal**

The intent of this Request for Proposal is to generally set forth the minimum acceptable requirements for the proposals to be submitted herein. It is the intent of the City to choose a proposal based on compliance with the terms of this request. The City may choose all, part, or none of the proposals. The successful Responder shall enter into a contract with the City with specific terms and conditions.

It is the City’s goal to contract with a provider that meets all requirements for rapid response, professional equipment, and secure storage to ensure the safety and convenience of its citizens.

#### **IV. Description of Services and/or Products Required**

All proposals must explain how the proposal provides each of these products. Please be clear and concise in explaining how your proposal meets these requirements.

Each Provider responding to this RFP must be able to meet the following requirements:

##### *Towing Services:*

- A. Provider must be able to provide vehicle towing, impound, and storage services as requested by the City (“Towing Services”). Towing Services shall include:
  - i. towing and clean up for vehicle accidents where the vehicle owner has not expressed a preference of a tow operator,
  - ii. towing vehicles for parking violations,
  - iii. towing vehicles for City code violations,
  - iv. towing and disposing of abandoned vehicles,
  - v. providing evidence tows,
  - vi. providing safekeep requests,
  - vii. conducting recovery operations<sup>1</sup>; and
  - viii. providing other City-related tows as needed, including RVs, trailers, and vessels.
- B. Provider must respond to all calls from the West Valley City Police Department (and designees) for towing services and cooperate fully and completely with City personnel.
- C. Provider’s employees must have sufficient training and experience to safely provide Towing Services.
- D. Provider must be capable of servicing approximately 5,000 police generated tows annually.

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<sup>1</sup> “Recovery operations” are defined in H.B. 336 as “the specialized process of extracting or stabilizing a disabled, damaged, or overturned vehicle that: (i) cannot move under the vehicle's own power; (ii) cannot be accessed by a standard tow truck; or (iii) requires procedures that involve hazard, instability, or environmental complexity.” It also includes “the process of extracting or stabilizing a damaged vehicle in an unstable position that could be hazardous to another vehicle, an individual, or the environment, including a vehicle: (i) that is overturned; (ii) in a ditch or ravine; (iii) immobilized in mud, sand, snow, or other challenging terrain; or (iv) partially or fully submerged in water.”

- E. Provide a tow truck that is always within a three-mile radius of West Valley City for rapid response.
- F. Provider must be able to respond to all calls with the appropriate equipment and the resources to tow all vehicles (Light, Medium, and Heavy as outlined in Utah Administrative Code R909-19).
- G. The Provider shall only provide those services that are necessary or requested.
- H. All work must meet current industry standards including all Federal, State and local rules and regulations.

*Equipment:*

- I. Provider must maintain a minimum of one wrecker, with at least one tow truck equipped with a dolly. Each wrecker must be equipped with all equipment required by UDOT and by the West Valley City Police Department. All equipment must be available for inspection by City representatives upon request.
- J. Provider must have the resources available to tow all vehicles. Such resources include having the following trucks in provider's fleet:
  - i. a boom truck,
  - ii. a roll off truck,
  - iii. a large semi-sized truck,
  - iv. at least one light duty truck with four-wheel drive capability and equipment for snow issues,
  - v. several light to medium duty wreckers,
  - vi. access to at least two heavy wreckers (25-ton capacity), and
  - vii. a State Tax capable truck.
- K. All trucks responding to City calls for service shall have the following:
  - i. current DOT inspection
  - ii. current insurance
  - iii. proper tools

*Provider Availability and Response Capabilities:*

- L. Provider shall be available 24 hours a day, 7 days a week.
- M. When requested by the City to tow and/or store a vehicle, provider's trucks shall respond within a maximum 20-minute time frame (except for heavy duty tows), unless otherwise excused by the City because of inclement weather, unusual traffic conditions, or excessive distance.
- N. Provider must have the ability to respond to multiple accidents at once.
- O. Provider must have the ability to respond to multi-vehicle incidents.
- P. Provider must prioritize City calls to provide service pursuant to their proposal above private calls for service or tow rotation calls.
- Q. Provider must accept all calls for service with no exceptions or denials of any type.
- R. Provider will scrap and/or dispose of abandoned RVs once it obtains title to the vehicle.
- S. Provider must send two trucks or operators to each vehicle accident with one operator available to tow and the other available to complete the clean-up of the accident scene.
- T. Provider must maintain complete and accurate records of all tows (to include those yards to which vehicles were towed) and shall provide the records to the West Valley City Police Department upon request.

*Provider Customer Service:*

- U. Provider shall maintain a centralized location for customer service inquiries of all vehicles towed that is open 24 hours a day, 7 days a week.
- V. Provider shall provide vehicle owners with access to vehicles towed on a 24 hour, 7 days a week basis.
- W. Provider must provide 24 hour access for redemption and inspection of vehicles at a nominal or no cost.
- X. The tow company must be able to complete "tow tickets" for each call. Tickets must include the following information:
  - i. A brief but complete description of additional damage to vehicles or property (if applicable);
  - ii. Time, date, and origin of the call;
  - iii. Vehicle owner name and name of individual placing the initial call;

- iv. Name of wrecker operator;
- v. Reason for City impound of a vehicle, if applicable;
- vi. Destination of towed vehicle;
- vii. Signature of individual taking delivery at the destination;
- viii. West Valley City Police case number, if known and applicable; and
- ix. Notification of West Valley City Police Department in writing within 24 hours of all vehicles designated “hold for detectives”.

Y. If the Owner is requesting a release of a vehicle or access to the vehicle to obtain life essential property as defined in R909-19-3, the Company shall make personnel available to release the vehicle or provide access to the vehicle within two hours of when the Owner makes the request. Any fee for retrievals made other than during regular business hours shall be reasonable and shall comply with any applicable statute or rule.

#### *Provider Storage*

- Z. Provider must maintain in West Valley City limits a State Tax approved storage area and a secure area for seized items or vehicles.
- AA. Provider shall ensure that all vehicles stored in their yards are safe from theft or vandalism.
- BB. Provider must assume all responsibility for damages to vehicles or property during the towing or impound process and while the vehicles are in storage, including but not limited to missing, lost, or stolen property.
- CC. Provider must provide a secure storage area for personal belongings removed from towed vehicles

#### *Licensing, Insurance, and Liability*

- DD. Provider shall provide records and documentation demonstrating compliance with all applicable Utah State laws, including but not limited to Provider’s business license.
- EE. Provider shall maintain the following minimum insurance during its contract with the City, at the Provider’s sole expense:

- i. Commercial General Liability (CGL) insurance, with contractual liability coverage to cover Provider's obligations under the indemnification provision of this agreement, in the amount of \$1,000,000 per occurrence with a \$4,000,000 general policy aggregate and \$1,000,000 Products and Completed Operations policy aggregate. The policy shall protect Provider and the City under the contractual liability coverage from claims for damages for personal injury, including accidental death, and from claims for property damage that may arise from Provider's operations under this agreement. If the CGL coverage is provided on a claims-made basis, Provider shall maintain such policy of insurance for no less than four years after termination of this agreement.
- ii. Workers' Compensation and Employer's Liability: Worker's Compensation limits as required by the Labor Code of the State of Utah and employer's liability with limits of \$1,000,000 per accident.
- iii. Commercial Automobile Liability insurance that provides coverage for owned, hired, and non-owned automobiles, in the minimum amount of \$1,000,000 per person, \$4,000,000 per accident, and \$500,000 per occurrence for property damage.

FF. The Provider shall submit a certificate of insurance showing West Valley City Police Department as a certificate holder, with West Valley City Police Department's name, address, city, state and zip code. In addition, the insurance policy shall be written with West Valley City as an additional insured. The policy and insurance certificate shall list the following verbiage.

"WEST VALLEY CITY AND ITS EMPLOYEES, OFFICERS, OFFICIALS, AGENTS, VOLUNTEERS AND ASSIGNS ARE ADDED AS AN ADDITIONAL INSURED FOR WEST VALLEY CITY TOW AGREEMENT".

GG. The certificate of insurance shall follow the requirements of Utah administrative rule R909-19-5 as follows:

- i. Tow Truck Motor Carriers performing emergency moves shall maintain liability insurance coverage of at least \$750,000 per occurrence. Tow Truck Motor Carriers performing non-emergency moves shall maintain liability insurance coverage of at least \$1,000,000 per occurrence.
- ii. All Tow Truck Motor Carriers performing consent or non-consent tows are required to obtain a MCS-90 endorsement for environmental restorations as required in 49 CFR Part 387- Minimum Levels of Financial Responsibilities for Motor Carriers.

- iii. Evidence of required insurance shall be maintained at the principal place of business and made available to the department and/or Investigator upon request and prior to issuance of the Tow Truck Motor Carrier certification.

**(CHECK YOUR CERTIFICATES BEFORE SUBMITTING THEM.  
INCOMPLETE OR IMPROPERLY FILLED OUT INSURANCE  
CERTIFICATES WILL BE DECLINED)**

- HH. Certificate of Workers Compensation Insurance showing West Valley City Police Department as a certificate holder (same as above). The exclusion waiver endorsement; a statement you do not want worker's compensation on yourself and that you have no employees isn't acceptable.

*II. Fees and Claims*

- JJ. Upon request or referral of the City, Provider will offer lock-out, spare tire-change, or jump-start services to citizens for a \$40.00 fee.
- KK. Provider will perform tows of City-owned vehicles at its customary private tow rate.

**LL. Additional Information to Include in Proposal**

In addition to providing a response to the requirements of Section IV, each proposal must include the following

- A. Provider Information:
  - i. Name, address, email, and telephone number of the Provider submitting the proposal.
  - ii. The name and contact information of the person designated as the Provider's representative.
  - iii. The names of all employees and a copy of a recent background check report for each employee.
  - iv. A description of the Provider's experience and capability to fulfill a contract if awarded.
- B. A copy of the Provider's fee schedule, using Appendix A as a template.
- C. A copy of the Provider's business license for place of business and for each yard, or receipt (if license has not yet been received), showing that Provider is licensed as a towing provider and has paid all applicable regulatory fees.

- D. Any other records and documentation demonstrating compliance with all applicable Utah State laws, including Utah Department of Transportation certifications of drivers, vehicles, and the Provider.
- E. Provide the following information for all vehicles that satisfy the requirements of Section IV:
  - i. Current DOT inspection,
  - ii. Current insurance, and
  - iii. A list of tools on the truck.
- F. Proof of insurance coverage required in Section IV.
- G. A list of three references.

The City reserves the right to request clarification of submitted information and to request additional information from any Provider.

#### **V. Criteria for Proposal Evaluation**

Only proposals submitted by responsible Providers as defined by the City Code will be considered. Proposals will be evaluated according to the following criteria. Proposals will be scored in each area, with the score given the weight indicated below.

- Ability to meet or exceed the requirements in Section IV (70%)
- Qualifications & expertise of company and staff (15%)
- Reasonableness of fees (10%)
- References (5%)

#### **VI. Other Important Information**

The City reserves the right to, in its sole discretion, reject any and all responses to this Request for Proposals. The City reserves the right to, in its sole discretion, waive any requirement set forth in this Request for Proposals. The City reserves the right to, in its sole discretion, cancel this Request for Proposals. The City reserves the right to, in its sole discretion, negotiate with Responders prior to final award.

**Response to this Request for Proposals is at the Responder's sole risk and expense. The City anticipates selecting one of the Responders, but there is no guarantee that any responding proposal will be selected.**

It is the City's policy to encourage equal opportunity in the award of contracts. The City endeavors to do business with Responders that share the City's commitment to equal opportunity and will not do business with any individual or entity that discriminates on the basis of race, religion, color, ancestry, age, gender, sexual orientation, disability, medical condition, or place of birth. The City appreciates in advance the efforts that Responders will make and looks forward to participating with responders in the selection process.

All responses to this Request for Proposals are subject to the Governmental Records Access Management Act ("GRAMA").

**APPENDIX A**

**FEE SCHEDULE**

FOR ALL WEST VALLEY CITY REQUEST AND WEST VALLEY CITY VEHICLES

**TOWING AND STORAGE COSTS**

Tow Truck Class   A & B   Maximum hourly rate inclusive of all services   \$ \_\_\_\_\_

Tow Truck Class   C   Maximum hourly rate inclusive of all services   \$ \_\_\_\_\_

Tow Truck Class   D   Maximum hourly rate inclusive of all services   \$ \_\_\_\_\_

Cost or response without towing (jump start, gas delivery, tire change, material at cost) \$ \_\_\_\_\_

Extra labor when required will be charged at an hourly per person rate of \$ \_\_\_\_\_

Cars and Pickups. . . . .Outside (per unit) \$ \_\_\_\_\_ Inside (per unit) \$ \_\_\_\_\_

Semi Tractors/Trailers . . . . .Outside (per unit) \$ \_\_\_\_\_ Inside (per unit) \$ \_\_\_\_\_

Release of vehicle or property at times other than regular business hours . . . . \$ \_\_\_\_\_

Note: Inside storage applies only when requested by vehicle owner/operator or law enforcement officer.

Note: Storage fees do not apply for any impounds for which the City will be paying.

**WEST VALLEY CITY VEHICLE TOWING COST**

Tow Truck Class   A & B   Maximum rate inclusive of all services   \$ \_\_\_\_\_

Tow Truck Class   C   Maximum rate inclusive of all services   \$ \_\_\_\_\_

Tow Truck Class   D   Maximum rate inclusive of all services   \$ \_\_\_\_\_

Cost or response without towing (jump start, gas delivery, tire change, material at cost) \$ \_\_\_\_\_

Outside Salt Lake County with vehicle loaded \$ \_\_\_\_\_ per mile (one way only)

Private tow rate \$ \_\_\_\_\_