



CITY OF SANDY OAKS

Sandy Oaks, Texas

REQUEST FOR PROPOSALS

Towing and Impound Services

Issue Date: Friday, June 12, 2026 | **Questions Deadline:** Thursday, June 25, 2026 — 4:00 PM CDT
Submittal Deadline: Friday, July 17, 2026 — 4:00 PM CDT | **Anticipated Selection:** Thursday, July 23, 2026

Submit Proposals To: cityadministrator@cityofsandyoaks.com or citysecretary@cityofsandyoaks.com

I. INTRODUCTION

The City of Sandy Oaks, Texas (“City”) is seeking proposals for vehicle towing and storage services, including all accounting and record-keeping services required by law and other services described in this Request for Proposal (“RFP”). The City has a need to tow vehicles from the scene of crashes, vehicles abandoned on a public roadway, vehicles removed as part of code enforcement actions, vehicles impounded as a result of arrest by the Sandy Oaks Police Department (“SOPD”), and City-owned vehicles on occasion.

The Respondent shall comply with the Texas Towing Act as defined by the Texas Occupations Code Chapter 2308, Vehicle Towing.

Proposals must be submitted electronically no later than 4:00 p.m. CDT on Friday, July 17, 2026, to: cityadministrator@cityofsandyoaks.com or citysecretary@cityofsandyoaks.com using the subject line: “Response to Towing and Impound RFP.”

II. SCOPE OF SERVICES REQUIRED

The selected Respondent will operate a Vehicle Storage Facility (“VSF”) in compliance with the Texas Towing Act, Texas Transportation Code, and all applicable local, state, and federal laws. The Respondent will process all state-required records checks and notifications, collect all appropriate fees, process vehicle releases, establish chain of custody for evidentiary vehicles, and oversee auctions of abandoned vehicles. It is anticipated the contract will be for one (1) year with one to four additional year renewal options.

A. Towing Services

- Arrive at scene of all calls for service within forty-five (45) minutes.
- Tow, remove, and retrieve vehicles on primary and secondary roadways and off-road areas in all types of environments and conditions, including:
 - Vehicles under 10,001 lbs. GVW
 - Vehicles between 10,001 and 26,000 lbs. GVW
 - Vehicles over 26,000 lbs. GVW
 - Large tractor rigs
 - Motorcycles
 - Trailers
 - Winch vehicles
 - Upright rollovers

- Tow all wrecked and non-wrecked vehicles to the VSF as directed by SOPD.
- Remove all debris (glass, oil, fuel, vehicle parts, etc.) from vehicular crash scenes.
- Establish a drug testing policy for towing operators in compliance with Sec. 2308.158 of the Texas Occupations Code, or provide proof of an existing compliant program.
- Operate 24 hours a day, 7 days a week, covering all towing requests within City limits or, when applicable, within Bexar County.
- Deploy properly licensed drivers in accordance with Texas Occupation Code Title 14, Chapter 2308.
- Not require, request, or accept any commission or gratuity from automobile dealerships, repair facilities, or insurance companies in connection with any City tow.
- Maintain Light, Medium, and Heavy Duty Wreckers sufficient to provide safe and efficient services to SOPD and the City.
- Provide tire changes, battery jumps, and light duty tows free of charge for all City vehicles.
- Make wreckers and special equipment available for inspection upon request by SOPD or authorized City personnel.

B. Vehicle Storage

- Maintain knowledge of and comply with all applicable laws governing VSF operations, vehicle titles, court orders, and procedures for storage, release, and sale of stored vehicles.
- Provide fenced and secure storage for a minimum average of thirty (30) vehicles.
- Segregate all City vehicles from others; ensure all impounded City vehicles are fully accessible to authorized City personnel at all times.
- Impound and accept vehicles 24 hours a day, 7 days a week; provide SOPD access to the VSF at all times.
- Send required notices by certified mail to owners and/or lien holders within five (5) days of receiving the vehicle.
- Require proper documentation (government photo ID, proof of ownership, proof of insurance) prior to releasing any vehicle.
- Verify "hold" status with the City or SOPD prior to allowing access to or releasing any vehicle or property subject to a hold.
- Cooperate with the City and SOPD on all matters related to impounded vehicles, including requests from other law enforcement agencies.
- Provide escorts to individuals attempting to retrieve ownership documentation from within stored vehicles.
- Resolve disputes with vehicle owners.

C. Reporting

Provide monthly accounting reports to the City including:

- Number of vehicles towed at the request of the City.
- Number of City-owned vehicles towed.
- Comprehensive list of vehicles impounded at the request of the City.
- Location where each vehicle was towed (Respondent's VSF or other location).

D. Fee Collection

- Provide multiple payment methods for citizens, including credit and debit cards.
- Collect impound fees, notification fees, and storage fees plus applicable taxes.
- Charge no fees to the City for City vehicles and property placed in the VSF.
- Charge no fees for vehicles subject to active evidence holds or seizure, including vehicles SOPD directs to be relocated from the VSF.
- Charge no fees for roadside services rendered for City vehicles, including tire changes and removal.
- Remit all taxes collected in a timely manner to the State, County, and City as required.

- Remit to the City an administrative fee of \$_____ per vehicle impounded at the request of the City, payable monthly with the required accounting report.

E. Security

- Identify and implement security measures to protect vehicles and property stored at the VSF.
- Identify and implement security measures to ensure the safety of all persons visiting the VSF.
- Conduct complete background checks on all individuals prior to employment at the VSF.

III. BIDDING INSTRUCTIONS

All proposals must be submitted electronically via email to:

- Interim City Administrator: cityadministrator@cityofsandyoaks.com
- City Secretary: citysecretary@cityofsandyoaks.com

Use the subject line: "Response to Towing and Impound RFP." All proposals must be received no later than 4:00 p.m. CDT on Friday, July 17, 2026. All proposals become the property of the City upon receipt and will not be returned. Any costs incurred in preparing a proposal shall be borne solely by the Respondent.

Responses to inquiries that affect the interpretation of this RFP will be issued in writing as addenda and emailed to all parties on record. All addenda issued prior to the submittal deadline are considered part of the RFP. Only written responses by the City are binding; oral clarifications have no legal effect.

IV. SUBMITTAL REQUIREMENTS

Respondent shall have verifiable experience, qualifications, and knowledge to reliably perform the Scope of Services described herein. Proposals must include the following:

A. Description of Respondent

Provide answers to the following:

- Respondent's full legal name, DBA name(s), principal address, telephone number, and point of contact for this response.
- Name, title, business address, telephone, email, and brief bio of the person who will handle the City's account.
- Business structure (sole proprietorship, partnership, corporation, domestic or foreign, for-profit or non-profit).
- Whether Respondent anticipates any mergers, ownership changes, management reorganization, or departure of key personnel within the next 12 months.
- Confirmation that Respondent is authorized and licensed to do business in Texas, with a list of applicable authorizations and licenses.
- Whether Respondent has an office in Bexar County, Texas, and if so, how long it has operated there.
- Whether Respondent or any of its principals have been debarred or suspended from contracting with any public entity. If yes, explain.
- Whether Respondent has had a bond or surety canceled or forfeited. If yes, explain.
- Whether Respondent has ever declared bankruptcy or filed for protection from creditors. If yes, explain.
- Any other names under which Respondent has operated within the last 10 years.
- At least three (3) references including name, address, phone, email, point of contact, and a brief description of services provided.

B. Description of Services

Provide detailed descriptions for each of the following:

1. Towing Services

- Priority of Sandy Oaks calls and minimum response time after notification.
- Size and type of total fleet, including minimum number of trucks available at all times.
- Equipment carried on each truck, including heavy duty wrecker capability.

- Plan for accident prevention and protection of employees and the public.
- Statement of adherence to all applicable laws and ordinances.
- Complete legal and technical description of each truck in Respondent's fleet to service the City.
- Statement of agreement to tow abandoned or junked vehicles.
- Procedure for removing accident debris from the scene.
- Drug testing policy for towing operators.

2. Vehicle Storage Services

- Physical location and mailing address of the VSF, and its proximity to SOPD at 22870 Priest Road, Sandy Oaks, Texas 78112.
- Complete physical description of the VSF, security measures, maintenance, and a schematic drawing of the storage lot with slot count and layout.
- Statement on accessibility to the VSF by the public and City personnel.
- Hours an attendant and administrative personnel will be on-site.
- Procedure for resolving disputes with vehicle owners.

3. Reporting Services

- Inventory and record-keeping process, including the day of each month reports will be submitted to the City.
- Availability for Police or City personnel to inspect and audit books, accounts, and records.

4. Fee Collection Services

- Alternative means for citizens to pay fees.
- Procedures for collecting impound, notification, and storage fees plus taxes.
- Statement of timely remittance of all taxes to the State, County, and City.
- Statement regarding remittance of administrative fees to the City for each impounded vehicle.

5. Security Services

- Security measures to protect stored vehicles and property.
- Security measures to ensure the safety of all VSF visitors.
- Background check procedures for all prospective employees.

C. Fee Schedule

Respondent must include all expenses related to services offered. No additional fees will be considered unless disclosed and approved in advance by the City. Complete and submit Attachment D — Fee Schedule Worksheet.

D. Additional Forms

- Submit Attachments A through D.
- Submit a Certificate of Interested Parties, Form 1295.

V. CRITERIA FOR EVALUATION AND SELECTION

The City will conduct a comprehensive, fair, and impartial evaluation of all proposals received. A selection committee may be appointed. Each proposal will be analyzed for overall responsiveness and qualifications. The committee may select some or none of the Respondents for interviews and may request additional information prior to final approval.

The City Administrator, with the recommendation of the Chief of Police or designee, will evaluate qualifications and make a recommendation for award to City Council based on which proposal represents the best value and services to the City. The City reserves the right to reject any or all proposals.

VI. RESERVATION OF RIGHTS AND CONTRACT REQUIREMENTS

A. Contract Award

The City reserves the right to select one, more than one, or no Respondent. The selected Respondent will be the company whose proposal is considered most advantageous to the City. This RFP does not commit the City to enter into a contract or award any services. If a contract cannot be negotiated within the specified timeframe, the City reserves the right to terminate negotiations and engage another Respondent.

B. Hold Harmless Agreement

If awarded a contract, the Respondent shall indemnify and hold harmless the City, its employees, agents, officers, and servants from all losses, claims, liens, demands, and causes of action of every kind, including judgments, penalties, interests, court costs, legal fees, personal injuries, death, or property damage arising directly or indirectly out of the contract. Respondent agrees to investigate, handle, and defend any such claims at its sole expense.

C. Anti-Lobbying Provision

Between the RFP submission date and contract award, Respondents, their agents, and representatives shall not directly discuss or promote their proposal with any member of City Council or City staff except during City-sponsored inquiries, briefings, interviews, or presentations. Violation of this provision shall result in rejection of the proposal and disqualification from future similar RFPs.

D. Jurisdiction

All contracts executed under this solicitation shall be governed by the laws of the State of Texas. All obligations and payments are due and payable in Bexar County, Texas. Venue for any dispute shall be in Bexar County, Texas.

E. Conflict of Interest

Chapter 176 of the Texas Local Government Code requires disclosure of any affiliation or business relationship that might cause a conflict of interest with a local government entity using Questionnaire Form CIQ. This questionnaire must be filed with the City Secretary no later than the 7th business day after the person becomes aware of facts requiring disclosure. Failure to file constitutes a Class C misdemeanor. For more information, visit: www.ethics.state.tx.us/forms/CIQ.pdf.

ATTACHMENT A — REGULATORY COMPLIANCE AND CRIMINAL HISTORY WARRANTY

By submitting a proposal, Respondent warrants to the City that Respondent, including all advisors, executive and supervisory employees, agents, and representatives, are in good standing with all regulatory authorities having jurisdiction over the contracted work or services. Respondent further warrants that no matters pertaining to violations, notices of violation, or regulatory concern are currently pending, and that no civil or criminal litigation or enforcement activity is pending against Respondent or associated persons.

If any such matters are pending or were resolved within the last five (5) years, Respondent must disclose and explain them in writing with the proposal submission. The City reserves the right to determine whether any pending or resolved enforcement or criminal matter renders the Respondent unqualified. Failure to disclose may result in contract termination without further obligation to the Respondent, except payment for services rendered to date of termination.

Respondent acknowledges a fiduciary duty to the City and agrees to a high standard of performance to protect the public interest.

Acknowledgement of Respondent: _____ Date: _____

ATTACHMENT B — LITIGATION DISCLOSURE

Respond to each question below. Failure to fully and truthfully disclose may result in disqualification or contract termination.

1. Have you or any member of your firm assigned to this engagement been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

- Yes No

2. Have you or any member of your firm been terminated (for cause or otherwise) from any work performed for the City of Sandy Oaks or any other government or private entity?
 Yes No

3. Have you or any member of your firm been involved in any claim or litigation with the City of Sandy Oaks or any other government or private entity during the past ten (10) years?
 Yes No

If "Yes" to any of the above, provide the name(s) of the person(s), the nature of the matter, and the status or outcome on a separate page attached to this form.

Acknowledgement of Respondent: _____ Date: _____

ATTACHMENT C — INSURANCE REQUIREMENTS

If selected, the Contractor shall furnish the City a certificate of insurance evidencing the following minimum coverages prior to commencement of work. The certificate must clearly be labeled "City Towing and Storage Services" and name the City of Sandy Oaks as an additional insured. All insurance companies must be authorized by the Texas Department of Insurance to transact business in Texas and must be acceptable to the City.

- Workers' Compensation: Statutory requirements and benefits.
- Each towing vehicle under 26,000 lbs. GVW: Minimum \$500,000 combined single limit liability (bodily injury and property damage); cargo/on-hook insurance minimum \$10,000 with deductible not exceeding \$1,000.
- Each towing vehicle over 26,000 lbs. GVW: Minimum \$500,000 combined single limit liability; cargo insurance minimum \$25,000 with deductible not exceeding \$1,000.
- All policies must endorse the City as an additional named insured and remain in full force for the duration of the contract.
- Respondent must immediately notify the City of any cancellation, change of broker, carrier, or insurer.

Acknowledgement of Respondent: _____ Date: _____

ATTACHMENT D — FEE SCHEDULE WORKSHEET

Complete all fields below. All costs associated with the Scope of Services must be included. No additional fees will be considered unless disclosed and approved in advance by the City.

Fee Schedule — Towing and Associated Fees

- Vehicles 10,000 lbs. GVW or less \$ _____ per vehicle
Vehicles 10,001 – 26,000 lbs. GVW \$ _____ per vehicle
Vehicles over 26,000 lbs. GVW \$ _____ per vehicle
Motorcycles \$ _____ per motorcycle
Trailers \$ _____ per trailer
Dollies or car carriers \$ _____ per dolly/carrier
Mileage: \$ _____ per vehicle after _____ miles
Labor (pro-rated on ½-hour increments) \$ _____ per hour
Storage \$ _____ per vehicle/day
Impound \$ _____ per vehicle
P.D. "Hold" vehicle storage \$ _____ per day
Owner/lien holder notification (VSF compliance) \$ _____ per notification
Large vehicle storage (3+ axles or trailer in tandem) \$ _____ per day
Winching \$ _____ per service
Rollovers \$ _____ per rollover
Administrative fee (City-requested impounds): \$ _____ per vehicle

Other fees/discounts: \$ _____ per _____

Fee Schedule — Towing City-Owned Vehicles

Vehicles 10,000 lbs. GVW or less \$ _____ per vehicle

Vehicles 10,001 – 26,000 lbs. GVW \$ _____ per vehicle

Vehicles over 26,000 lbs. GVW \$ _____ per vehicle

Trailers \$ _____ per trailer

Other fees/discounts: \$ _____ per _____

Questions regarding this RFP should be directed to the Interim City Administrator.

cityadministrator@cityofsandyoaks.com | citysecretary@cityofsandyoaks.com | (210) 376-9878