



CITY OF LITTLE ROCK, ARKANSAS

REQUEST FOR QUALIFICATION

FOR

CITY OF LITTLE ROCK TOWING SERVICE CONTRACT

BID #C15011

**RFQ Issue Date:
07/10/15**

**Responses Due By:
3:00 p.m. on August 7th, 2015**

**Pre-Bid Meeting:
No**



**INVITATION TO BID
CITY OF LITTLE ROCK
ARKANSAS**

**SUBMIT BIDS TO:
City Hall, Suite 300
500 West Markham
Little Rock, AR 72201
Phone 501-371-4560**

BID NUMBER: C15011	DATE ISSUED: 07/10/15	DATE & TIME OF BID OPENING: 08/07/15 @ 3:00 PM
COMMODITY CLASSIFICATION: RFQ for Towing Service Contracts	BUYER: Abdoul Kabaou	DELIVERY REQUIRED:
F.O.B.: City of Little Rock Fleet Service Department Little Rock, AR 72201	BUYERS PHONE: 501-371-4560	BIDDERS DELIVERY DATE:

It is the intent of this Invitation to Bid to solicit and obtain competitive bids in order to establish an annual contract for Towing Services for the City of Little Rock.

AS PER ATTACHED SPECIFICATIONS

For additional information contact Victor Baker @ 501-918-4264.

If you are obtaining this bid from our website, please be reminded that addendums may occur. It is therefore advisable that you review our listings for attachments including any changes to the bid.

The City of Little Rock encourages participation of small, minority, and woman own business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and woman businesses to partner with them.

CASH DISCOUNT _____ % _____

EXECUTION OF BID

Upon signing this Bid, the bidder certifies that they have read and agree to the requirements set forth in this bid proposal including specifications, conditions and pertinent information regarding the articles being bid on, and agree to furnish these articles at the price stated.

UNSIGNED BIDS WILL BE REJECTED BIDS MUST BE SEALED FAXED BIDS WILL NOT BE ACCEPTED		
NAME OF FIRM:	PHONE NUMBER:	FAX NUMBER:
BUSINESS ADDRESS:	CITY:	STATE & ZIP:
SIGNATURE OF AUTHORIZED PERSON:	TITLE:	DATE:

TERMS AND STANDARD CONDITIONS
CITY OF LITTLE ROCK, ARKANSAS
PLEASE READ CAREFULLY

1. When submitting an "Invitation to Bid," the bidder warrants that the commodities covered by the bid shall be free from defects in material and workmanship under normal use and service. In addition bidder must deliver new commodities of the latest design and model, unless otherwise specified in the "Invitation to Bid."
2. Prices quoted are to be net prices, and when an error is made in extending total prices, the City may accept the bid for the lesser amount whether reflected by extension or by the correct multiple of the unit price.
3. Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
4. When bidding other than the brand and/or model specified in the "Invitation to Bid," the brand and/or model number must be stated by the item in the "Invitation to Bid," and descriptive literature be submitted with the bid.
5. The City reserves the right to reject any and all bids.
6. The Purchasing office reserves the right to award items, all or none, or by line items (s).
7. Quality, time and probability of performance may be factors in making an award.
8. Bid quotes submitted will remain firm for 30 calendar days from bid opening date; however, the prices may remain firm for a longer period of time if mutually agreeable between bidder and the City Purchasing Division.
9. Bidder must submit a completed, signed copy of the front page of the "Invitation to Bid," and must submit any other information required in the "Invitation to Bid".
- 10. As a condition for doing business with the City of Little Rock, the contractor shall not discriminate on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, or genetic information and shall require such compliance in agreements with subcontractors and sub-subcontractors.**
11. Sales or Use Tax is not to be included in the bid price, but is to be added by the vendor to the invoice billing to the City. Although Use Tax is not to be included in the bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
12. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated City facility in Little Rock. Charges may not be added after the bid is opened.
13. In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between them at the discretion of the Purchasing Division.
14. Specifications furnished with this Invitation are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price, other than designated brands and/or models approved as equal to designed products shall receive equal consideration.
15. Samples of items when required must be furnished free, and, if not called for within 30 days from date of bid opening, will become property of the City.
16. Bids received after stated time for opening will not be considered.
17. Guarantees and warranties should be submitted with the bid, as they may be a consideration in making an award.
18. CONSTRUCTION
 - A. When noted, the Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor; in no way will the City be responsible in case of accident.
 - B. When noted, a certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A Performance Bond equaling the total amount of any bid exceeding \$20,000 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Act 351 or 1953 as amended by Act 539 of 1979).
19. Liquidated Damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on the bid form and/or provided for by the plans and specifications.

20. Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions and all conditions of bidding shall be construed in the light most favorable to the City.
21. The bid number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.
22. Attention is called to the fact that not less than the minimum prevailing salaries and wages as set forth in the contract documents must be paid on the project if applicable.
23. The City of Little Rock encourages participation of small, minority, and woman own business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and woman businesses to partner with them.

REQUEST FOR QUALIFICATIONS

Bid C15011

The City of Little Rock requests qualification submissions for participation in a wrecker rotation list for non-consent towing and municipal wrecker service. Companies listed on the wrecker rotation list will provide towing service for the City of Little Rock. All companies accepted to be placed on the wrecker rotation list must meet the following minimum requirements, execute a Towing Service Contract, and comply with all Towing Service Contract Rules set forth by the Department of Fleet Services, a copy of which is attached.

All questions about the RFQ process must be submitted in writing to Mr. Abdoul Kabaou, Purchasing Manager at akabaou@littlerock.org at least five (5) days before the deadline for submission of qualifications. Qualifications must be submitted with a signed cover letter to Mr. Abdoul Kabaou, Purchasing Manager, City Hall, 500 West Markham, Suite 300, Little Rock, Arkansas 72201 **before 3:00 p.m. on Friday, August 7, 2015** at which time the qualifications will be opened publicly. Answers to questions and any amendments to the RFQ or Rules will be posted on the City's website at littlerock.org. **It is the bidder's responsibility to review the CLR bid information online in order to obtain all available information and updated requirements for this RFQ.**

I. DEFINITIONS

As may be used herein, the following terms and their meanings are:

Access	Availability of equipment through long-term lease.
Accident Vehicles	Vehicles that were involved in an accident within the City limits and towed at the request of the Little Rock Police Department ("LRPD").
Agent	Person acting on behalf of a wrecker company or for the City of Little Rock.
Agreement	The written contract of the parties entitled "Towing Service Contract." Each successful respondent to the Request for Qualifications will be required to enter into such an agreement.
Authorized Personnel	Law enforcement officers of the Little Rock Police Department ("LRPD") and designated city officials.
City	City of Little Rock, Arkansas.
Class A Tow	The towing of a vehicle with GVWR of zero (0) through nine thousand six hundred (9,600) pounds.
Class B Tow	The towing of a vehicle with GVWR of nine thousand six hundred one (9,601) pounds through twenty six thousand (26,000) pounds.
Class C Tow	The towing of a vehicle with GVWR of twenty six thousand one (26,001) pounds through sixty thousand (60,000) pounds.
Class D Tow	The towing of a vehicle with GVWR of sixty thousand one (60,001) pounds through one hundred thousand (100,000) pounds but not exceeding an actual gross weight of eighty thousand (80,000) pounds.
Contract Tow	All tow requests called in to the Little Rock Communications Center by authorized personnel, unless the call is initially designated as "owner preference."
Contract Quarter	Three month periods within the term of the Towing Service Contract that run from October 1 through December 31, from January 1 through March 31, from April 1 through June 31, and from July 1 through September 30.

Contract Rules	Supplementary conditions set forth by the Director of Fleet Services for the purpose of identifying important operational requirements under the Towing Service Contract for non-consent towing and municipal wrecker services within the city limits of Little Rock.
Contract Wrecker	A wrecker company that has entered into a Towing Service Contract with the City.
Gross Revenue	All charges for initial towing and recovery pursuant to the Contract, excluding all discounted fees for City-owned vehicles.
Gross Vehicle Weight Rating (GVWR)	The gross vehicle weight rating of vehicle as physically listed on the vehicle or listed in manufacturer's publications.
Long-Term Exclusive Use	Lease of equipment by, and solely for the benefit of, one wrecker company for purposes of the Towing Service Contract, with a lease term equal to or longer than the term of the Towing Service Contract.
Long-Term Lease	A lease providing for exclusive use of equipment for purposes of the Towing Service Contract, with a lease term that is equal to, or longer than, the term of the Towing Service Contract.
Owner Preference	The statutory right of a vehicle owner, his or her agent, or any competent occupant of a disabled or inoperative vehicle to request some responsible and reasonable person, gratuitous bailee, or bailee for hire of his or her choosing to take charge and care of the vehicle.
Ownership	Equipment purchased and wholly owned by one Wrecker Company.
Recovery	Additional services required to position a vehicle for towing or loading. Recovery types describe progressively difficult situations and cannot be combined on a single tow.
Recovery Type I	Additional service provided to vehicles that cannot be pulled due to missing axles or rims or because there are not enough inflated tires to permit a tow.
Recovery Type II	Additional service provided to vehicles that require retrieval from off-road sites that are situated: <ul style="list-style-type: none"> a. in a body of water, b. on steep grade embankment, c. in an overturned status, or d. in an adjacent non-roadway area not encompassed within the public right-of-way that is difficult to access such that the vehicle cannot be loaded in one operation without repositioning the tow truck or without winching the vehicle, as explained on the wrecker company's ticket.
Response Time	The time it takes a wrecker to arrive on the scene after notification by Little Rock Communications Center.
Service Call	Requests made by the City to tow or perform some type of service for a vehicle owned by the City.
Vehicle	A motorized passenger or cargo transporter having four or more wheels; a trailer designed for highway use and having a rated cargo capacity of 1,000 pounds or more; a motorized cycle designed and licensed for highway use.

Vehicle Insurer	The Company carrying an insurance policy on any vehicle towed pursuant to the Towing Service Contract.
Vehicle Owner	The owner of a vehicle towed pursuant to the Towing Service Contract.
Vehicles classified as “Hold”	Vehicles requested by the LRPD to be held for investigation or evidentiary purposes, or vehicles that must be held by order of a court of competent jurisdiction.
Waiting Time	If accident reconstruction is not required and the wrecker driver has not engaged in the performance of towing or service to vehicle within thirty (30) minutes of arrival upon the scene, then a fee may be charged in increments of fifteen (15) minutes beginning on the thirty-first (31st) minute. If accident reconstruction is required before a vehicle may be removed from the scene of an accident and the wrecker driver has not engaged in the performance of towing within one (1) hour of arrival upon the scene, the Contract Wrecker Company may call a designated Fleet Services representative to the site for the purpose of authorizing an additional fee to be charged in increments of fifteen (15) minutes beginning on the sixty-first (61 st) minute. The development and implementation of this provision shall be at the sole discretion of the Director of Fleet Services.
Wrecker Class A	Equipment capable of towing vehicles with GVWR of zero (0) through nine thousand six hundred (9,600) pounds.
Wrecker Class B	Equipment capable of towing vehicles with GVWR of nine thousand six hundred one (9,601) pounds through twenty six thousand (26,000) pounds.
Wrecker Class C	Equipment capable of towing vehicles with GVWR of twenty six thousand one (26,001) pounds through sixty thousand (60,000) pounds.
Wrecker Class D	Equipment capable of towing straight trucks, trailers, semi-trailers, or tractor-trailer combination vehicles with GVW Rating of sixty thousand one (60,001) pounds through one hundred thousand (100,000) pounds but not exceeding an actual gross weight of eighty thousand (80,000) pounds.

II. REQUIREMENTS

A. General. All wrecker companies placed on the wrecker rotation list shall provide and maintain towing services for those vehicles which the LRPD or other authorized personnel order removed from the streets, public areas and rights-of-way of the City of Little Rock, Arkansas ("City"). In addition, all wrecker companies placed on the wrecker rotation list shall provide and maintain towing services for inoperative vehicles which the LRPD orders removed from private property and impounded pursuant to Arkansas Code section 8-6-413 or pursuant to a warrant that describes the vehicle to be seized. The City has the option of towing its own vehicles, on a case-by-case basis.

B. Availability. Contract wrecker companies shall maintain towing services 24 hours per day each day, holidays included, throughout the City and shall respond without undue delay when called by authorized personnel. Contract Wrecker companies will be required to obtain a "direct ring down line" to Communications. This direct ring down line shall allow 24-hour direct access between the Wrecker Company and Communications. Wrecker companies shall maintain a fixed place of business in an area zoned for such use. The fixed place of business shall be staffed 24 hours per day, seven days per week, holidays included, for the purpose of receiving calls from Communications and dispatching wreckers.

In the event that a Contract Wrecker company fails to accept three (3) or more calls within a Contract Quarter for reasons that the Director of Fleet Services believes could have been avoided, the Contract Wrecker Company will be subject to a ten (10) day suspension. A second failure to accept three (3) or more calls in a Contract Quarter will result in a thirty (30) day suspension, and a third failure to accept three (3) or more calls in a Contract Quarter will result in termination of the company's Towing Service Contract.

C. Response Time. Wrecker companies responding to calls from Communications must arrive at the scene with a wrecker within thirty (30) minutes of receiving a call. The Director of Fleet Services or his designee may, in his discretion, declare that hazardous road conditions exist based upon actual road conditions information made available to him. This declaration will be provided to Communications and be disseminated to each wrecker company on the rotation list. In the event of a hazardous road conditions declaration, the thirty (30) minute response time shall be increased to a maximum of forty-five (45) minutes. Once the applicable thirty (30) minute or forty-five (45) minute time limit has expired, Communications shall have the right to notify the wrecker company that their call has been cancelled and call the next wrecker company in the rotation to dispatch a wrecker to the scene.

In the event that a Contract Wrecker company fails to comply with the required response time three (3) times in a Contract Quarter, the company will be subject to a ten (10) day suspension. A second failure to comply with the required response time three (3) times in a Contract Quarter will result in a thirty (30) day suspension, and a third failure to respond with the required response time three (3) times in a Contract Quarter will result in termination of the company's Towing Service Contract.

D. Combined Services. Two or more companies may join together to provide services pursuant to this request for qualifications. However, the City will recognize both companies as one entity. Any entity resulting from the combination of two or more wrecker companies must provide written documentation identifying the legal relationship of the entity. Further, representatives of the entity must provide documentation evidencing their authority to execute agreements on behalf of the entity, which legally binds the entity to such agreements. The City shall have a single point of operational contact with the entity that is formed pursuant to this provision.

Two companies with the same physical address or with a single point of operational contact will be considered one entity for purposes of the above requirements and for purposes of placement on the wrecker rotation list.

E. Equipment. Contract Wrecker companies shall provide written evidence that they have available and on call at the times specified in this request for qualifications, the required wreckers and all equipment that is necessary to safely tow, without further damage to, any vehicle commonly encountered on public streets including, but not limited to, motorcycles, trailers, and low-clearance vehicles. Equipment identified in support of a wrecker company's submission shall be utilized only by the wrecker company relying upon the identified equipment for qualification purposes of the wrecker rotation list. Contract Wrecker companies shall be required to own or have an exclusive Long-Term Lease for radio controlled equipment of the following specifications and any additional equipment necessary to provide towing services:

1. Ownership or Long-Term Lease of four (4) wreckers capable of towing vehicles with a GVWR of zero (0) through nine thousand six hundred (9,600) pounds.
2. Ownership or Long-Term Lease of one (1) wrecker capable of towing vehicles with a GVWR of nine thousand-six hundred and one (9,601) pounds through twenty six thousand (26,000) pounds.
3. Ownership or Long-Term Lease of equipment capable of towing vehicles with a GVW Rating of twenty six thousand one (26,001) pounds through one hundred thousand (100,000) pounds but not exceeding an actual gross weight of eighty thousand (80,000) pounds, including but not limited to buses, straight trucks, trailers, semi-trailers, and tractor-trailer combinations.

A minimum of six (6) wrecker vehicles is required to meet the above specifications.

F. Special Equipment. On certain limited occasions, towing services will be required for situations which necessitate towing equipment neither described nor contemplated by the Towing Service Contract. These towing services, and the equipment required to perform them, will be determined on a case-by-case basis by the Director of Fleet Services or his designee, and are specifically excluded from the Towing Service Contract. The City will provide the services and equipment required to pull and secure the drive shaft for the towing of city-owned vehicles with a GVWR greater than 19,000 lbs.

G. Compliance. All wrecker equipment shall be maintained and operated in compliance with all applicable state, federal and local laws. The Director of Fleet Services has set forth Towing Service Contract Rules, identifying important operational requirements under the Towing Service Contract for non-consent towing and municipal wrecker services within the city limits of Little Rock, Arkansas. A copy is attached.

All Contract Wrecker companies must agree not to discriminate against any individual on the basis of race color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, or genetic information in the performance of their Towing Service Contract. The wrecker company must not unlawfully discriminate against any employee or applicant for employment on the on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, or genetic information.

H. Required Documentation. Wrecker companies shall submit with their qualifications:

1. A copy of certification by the Arkansas Towing and Recovery Board for each wrecker attached.
2. Evidence of Worker's Compensation Coverage.
3. A letter from a bonding company licensed to do business in the State of Arkansas, stating that, if the wrecker company is accepted to the rotation list, the bonding company will provide a one-year performance bond in the amount of \$25,000 for the term of the Contract. (Proof that a Performance Bond has been obtained must be presented prior to executing the Towing Service Contract.) The purpose of the bonding requirement is to guarantee compliance with the terms and conditions of the Towing Service Contract. If a wrecker company does not comply with the terms and conditions of the Agreement, the Surety Company's liability for the entire term of the agreement is limited to \$25,000. The bonding requirement may be satisfied by providing an irrevocable letter of credit in the amount of \$25,000, said letter to be issued from a financial institution and effective for the term of the Agreement, or by posting a \$25,000 certificate of deposit assigned to the City of Little Rock for the term of the Agreement.
4. Written evidence of ownership or Long-Term Lease of required Wrecker Equipment. Copies of legal title, current registration or a fully executed exclusive lease, with a term equal to or longer than the term of the Wrecker Contract, will suffice to meet this requirement.
5. Proof of certification by the Arkansas Towing and Recovery Board as an operating business entity.
6. Written evidence of vehicle liability insurance coverage for each vehicle used in the performance of the towing and recovery services, in the minimum amount of:

\$250,000.00 / \$500,000.00 / \$250,000.00 for each vehicle with a GVWR of 10,000 or less pounds,
and
\$750,000.00 for each vehicle with a GVWR of 10,001 or more pounds.

Written evidence of vehicle liability insurance shall be in the form of an insurance certificate issued by an insurance company authorized to conduct business in Arkansas, and issued to the City of Little Rock Fleet Service Department as a certificate holder with provisions for notice of cancellation.

7. A cover letter, signed by the person who is authorized to execute contracts on behalf of the wrecker company, requesting placement of the wrecker company on the City's rotation list pursuant to the terms of this RFQ.

III. GENERAL INFORMATION

A. Term. The Towing Service Contract, which all Contract Wrecker companies must execute, will be in effect from October 1, 2015 through September 30, 2016. If the City and all existing Contract Wrecker companies agree, the term may be extended for two (2) additional one (1) year terms by fully-executed addendum to each Towing Service Contract no less than ninety (90) days prior to expiration of the then-current term.

B. Voluntary Removal. A Contract Wrecker Company may remove itself from the wrecker rotation list by giving the City of Little Rock written notice, thirty (30) days in advance of the effective date of removal.

C. Transfer of Business. Notice of any change in ownership or transfer of business shall be forwarded by certified mail delivery to the Fleet Services Department at least fifteen (15) days prior the proposed effective date of the change. The prior consent of the City for transfer of the Towing Service Contract, as evidenced by written documentation approved by the City Manager, is required prior to the transfer of a controlling interest or a majority of shares in the Wrecker Company to one or more persons.

D. Contract Fee. A contract fee of fifteen percent (15%) of all Gross Revenue collected pursuant to the Towing Service Contract, excluding discounted fees for City-owned vehicles, shall be paid to the City on a monthly basis. This contract fee will be paid to the City Collector's Office.

IV. TOWING CHARGES

A. Standard Tow Charge. Towing charges include all services necessary to safely tow a vehicle without further damage, including but not limited to, removal of axles, removal of drive shafts, and the release of spring brakes. Towing charges for service under this agreement shall not exceed the following:

1. Tow charge for vehicles that are not owned by the City:

Class A Tow: \$135.00
Class B Tow: \$155.00
Class C Tow: \$190.00
Class D Tow: \$415.00

2. Tow charges for City-owned vehicles:

Class A Tow: \$63.00
Class B Tow: \$78.00
Class C Tow: \$95.00
Class D Tow: \$208.00

B. Service Fee. The charge for a service call for city-owned vehicles shall be **\$63.00**. One-way, out-of-city mileage may be added to the service fee at the rate of \$3.50 per mile.

C. Hazardous Road Conditions. In the event that hazardous road conditions are declared to exist by the Director of Fleet Services, an additional charge of fifty percent (50%) of the standard tow charge for each vehicle may be imposed.

D. Recovery Fee. If Recovery Type I or Recovery Type II is required, the Wrecker Company may charge an additional fee as follows:

1. Class A Wrecker: If a Class A Wrecker is required to perform a Recovery Type I, a **\$68.00** flat rate recovery fee may be charged. If a Class A Wrecker is required to perform a Recovery Type II, a **\$135.00** flat rate recovery fee may be charged.
2. Class B Wrecker: If a Class B Wrecker is required to perform a Recovery Type I, a **\$78.00** flat rate recovery fee may be charged. If a Class B Wrecker is required to perform a Recovery Type II, a **\$155.00** flat rate recovery fee may be charged.
3. Class C Wrecker Service: If a Class C Wrecker is required to perform a Recovery Type I, a **\$95.00** flat rate recovery fee may be charged. If a Class C Wrecker is required to perform a Recovery Type II, a **\$190.00** flat rate recovery fee may be charged.

4. Class D Wrecker Service: If a Class D Wrecker is required to perform a Recovery Type I, a **\$208.00** flat rate recovery fee may be charged. If a Class D Wrecker is required to perform a Recovery Type II, a **\$415.00** flat rate recovery fee may be charged.
5. Under extraordinary circumstances where the time required to recover a vehicle exceeds one (1) hour, the Contract Wrecker Company may call a designated Fleet Services representative to the site for the purpose of authorizing, as an additional recovery fee, an hourly rate of the applicable Recovery II fee per hour in increments of fifteen (15) minutes beginning one hour from the time work begins to recover the vehicle. If a Fleet Services representative cannot view the site, photographs should be submitted to the City's Towing Service Contract Administrator to document the reason for an hourly charge.
6. Charges for recovery service rendered to City-owned vehicles shall be reduced by forty percent (40%).

E. Clean-up Fee. A Contract Wrecker Company may charge an additional fee of **\$20.00** per vehicle for services rendered in cleaning up debris at the scene of an accident.

F. Out-of-City Mileage. In addition to the out-of-city mileage that may be added to a service fee pursuant to Section B above, any Contract Tow which requires pick-up outside of the City's jurisdictional limits may be assessed an out-of-city mileage fee as follows:

- Class A Wrecker or Class B Wrecker tow: \$3.50 per loaded mile;
- Class C Wrecker or Class D Wrecker tow: \$5.50 per loaded mile.

G. Waiting Time. If accident reconstruction is not required and the wrecker driver has not engaged in the performance of towing or service to the vehicle within thirty (30) minutes of arrival upon the scene, then a fee may be charged in increments of fifteen (15) minutes beginning on the thirty-first (31st) minute at a rate not to exceed twenty five percent (25%) of the standard tow charge for that class wrecker for each fifteen (15) minute increment. If accident reconstruction is required before a vehicle may be removed from the scene of an accident and the wrecker driver has not engaged in the performance of towing within one (1) hour of arrival upon the scene, the Contract Wrecker Company may call a designated Fleet Services representative to the site for the purpose of authorizing an additional fee to be charged in increments of fifteen (15) minutes beginning on the sixty-first (61st) minute at a rate not to exceed twenty five percent (25%) of the standard tow charge for that class wrecker for each fifteen (15) minute increment. The fee charged for waiting time shall be documented on the tow bill by recording the time of arrival, commencement of service, and departure. Waiting time will cease upon departure from the scene. The development and implementation of this provision shall be at the sole discretion of the Director of Fleet Services.

V. BILL FOR SERVICE

A. Invoices. A Contract Wrecker Company shall provide billing invoices with the name and the address of its place of business and phone number printed thereon. The wrecker operator shall prepare a bill on this invoice form in triplicate. Each copy shall be legible. One copy shall be given to the owner of the vehicle or the owner's authorized representative. One copy shall be given to the Impound attendant when the vehicle is delivered to the Little Rock Vehicle Storage Facility. The remaining copy shall be retained by the wrecker company. The invoice shall contain, at a minimum, the following information:

1. Name of Wrecker Driver;
2. Year, Make, Model, Color and Vehicle Identification Number of vehicle towed;
3. State License Number of vehicle towed (if available);
4. Brief description of condition of vehicle;
5. Class of wrecker used for tow;
6. Rates to be charged, and total amount of tow bill;
7. Time of call from Communications dispatcher;
8. Origin location;
9. Time that wrecker driver arrived upon scene and, if waiting time is claimed, the time of commencement of service;
10. Time of departure from scene;
11. Time of arrival at final destination
12. Physical address of final destination.
13. Description of any additional services rendered (e.g., recovery, waiting, etc.) and a complete description of the actual circumstances requiring such services. If recovery circumstances are unusual or difficult to describe, photographs should be submitted to the City's Towing Services Contract Administrator to help document the basis for the additional charge.

B. Inspections. The Wrecker Company shall retain its copy of all invoices for a period of twelve (12) months. These invoices shall be submitted for inspection at the request of the Department of Fleet Services.

VI. REPORTING REQUIREMENTS

A. Monthly Activity Reports. A Contract Wrecker Company shall be required to submit separate monthly activity reports for impound tows and for city-owned vehicle tows and service. Each activity report shall include the following information:

1. LRPD incident number;
2. Vendor invoice number;
3. Date of Tow;
4. Time of call from Communications dispatcher;
5. Time that wrecker driver arrived on the scene and, if waiting time is claimed, the time of commencement of service;
6. Origin location;
7. Time of departure from scene;
8. Time of arrival at final destination;
9. Physical address of final destination;
10. Charges;
11. Count or number of dispatches; and
12. Total charges.

B. Tow Remittance Reports. Wrecker Company shall submit a Contractor's Monthly Tow Remittance Report on a form provided by Fleet Services, or one substantially similar thereto, for verification of all contract towing activity and gross revenue for the stated