City and County of
San Francisco

Request for Information for Towing, Storage, and Related Services for Abandoned and Illegally Parked Vehicles

RFI No. SFMTA-2025-94-LOC
EVENT ID: SFGOV-0000010910

Date Issued:	**July 1, 2025**
Deadline for Questions:	**July 18, 2025, at 10:00AM PT**
RFI Response Due:	**July 29, 2025, at 1:00PM PT**

Contract Administrator**:**

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San Francisco Municipal Transportation Agency (SFMTA)

Request for Information for

Towing, Storage, and Related Services for Abandoned and Illegally Parked Vehicles

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I. Introduction and Schedule

A. General

The San Francisco Municipal Transportation Agency (SFMTA or Agency) is issuing this Request for Information (RFI) to gauge interest from qualified vendors (Respondents) and gather input on how the City and County of San Francisco (City) might restructure its vehicle towing and storage operations to achieve a more cost-effective and sustainable service delivery model. This RFI is not a Request for Proposals (RFP) or Invitation for Bids (IFB), and participation is entirely voluntary.

The SFMTA is a department of the City and County of San Francisco responsible for the management of ground transportation in the City. Currently, the SFMTA oversees a full-service towing program responsible for the removal, storage, and auction of abandoned and illegally parked vehicles across the City. The City towed approximately 38,000 vehicles in Fiscal Year 2024. Under its current tow-services contract, the SFMTA provides a program that delivers services that are consistent with the Scope of Services included as Attachment A to this RFI.

Under the current model of the tow program, as of June 2025, the SFMTA pays its vendor $830,000 per month for overall program management and tow-oversight duties outlined in Appendix A. For fees that are based on actual tow volume, the monthly average fees paid by SFMTA during Fiscal Year 2025-2026 are shown below.

Fee Category	Monthly Average Fees Paid
Base Tow fees	$265,986
Dolly	$118,812
Flat-bed fees	$27,250
Dropped Tow Fee	$3,387
Transfer Fees	$8,869
Auction Services	$36,631
Lien Fees	$13,422
Total Variable Fees	$474,357

While this program plays a critical role in supporting public safety, parking management, and street operations, it is also resource-intensive to administer. In light of current budget constraints and policy goals, the City is exploring opportunities to update the program's structure and delivery model. The Agency's goal is to reduce monthly vendor management fees from the current $830,000 to $700,000 under its next vendor contract for tow-program services.

Through this RFI, the SFMTA seeks to:

1. Assess market interest in an alternative service delivery model that delivers key towing-related functions at a lower overall cost;

2. Obtain recommendations on how to reduce operating costs while maintaining service quality, compliance, and responsiveness;

3. Solicit feedback on a preliminary draft Scope of Services (attached as Appendix A); and

4. Identify new or innovative approaches to dispatch, storage operations, lien processing/auctions, and customer service that reflect current industry practices and local needs.

Respondents should draw upon recent experience with comparable municipal or large-scale towing programs and are encouraged to propose models that demonstrate operational efficiency, customer accessibility, and technological integration.

This RFI is for planning and market research purposes only. It does not constitute a commitment by the SFMTA to procure services, issue a future Solicitation, or award any contract. Responses will help the SFMTA evaluate the feasibility of future contracting options and inform the design of any potential procurement. Any Solicitation issued in the future may differ materially from the scope and concepts described in this RFI.

Responding to this RFI is not a prerequisite for participating in any future procurement. Respondents will not be evaluated or prequalified based on their submissions, and no vendor will be excluded from future consideration for declining to respond. The SFMTA will not reimburse any costs incurred in the preparation of responses.

B. RFI Schedule

Phase	**Date**
RFI is issued by the SFMTA:	July 1, 2025
Deadline for submission of written questions or requests for clarification:	July 18, 2025, at 10:00AM PT
RFI Responses Due:	July 29, 2025, at 1:00PM PT

II. Inquiries Regarding this RFI and Addenda

A. Respondents Questions and Request for Clarification

Respondents shall submit any questions or requests for clarification concerning this RFI in writing by email only during the question-and-answer period, ending July 18, 2025, no later than 10:00AM PT and directed to: Shawnee.Tang@SFMTA.com

Include "**SFMTA-2025-94-LOC**" in the subject line of your email.

Responses to questions and requests will be at the SFMTA's sole discretion and nothing in this RFI will create an obligation by the SFMTA to provide any response to the submitting Respondent. The SFMTA, in its sole discretion, may post responses as Addenda to this RFI on the City's Supplier Portal: https://sfcitypartner.sfgov.org/pages/index.aspx.

B. RFI Addenda

The SFMTA may modify this RFI, prior to the Response due date, by issuing an Addendum to the RFI, which will be posted on the City's Supplier Portal. Every Addendum will create a new version of the Sourcing Event (RFI) webpage, and Respondent's should monitor the City's Supplier Portal for new versions.

Respondent must monitor the City's Supplier Portal for new versions. **The Respondent shall be responsible for ensuring that its Response reflects any and all RFI Addenda issued by the City prior to the Response due date regardless of when the Response is submitted**. Therefore, the City recommends that the Respondent consult the website frequently, including shortly before the response due date, to determine if the Respondent has downloaded all RFI Addenda. It is the responsibility of the Respondent to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject RFI.

III. Submittal Instructions

A. Time and Place for Submission of Responses

Respondents are encouraged to submit their responses by 1:00PM PT on July 29, 2025 for full consideration during the SFMTA's initial review period. Responses must be submitted electronically via email to Shawnee.Tang@sfmta.com.

While submissions received by the preferred date will help inform the Agency's planning efforts on schedule, the SFMTA may, at its discretion, review and consider responses received after that date.

Please limit each email message to 25MB or less. Respondents may submit materials in multiple emails if necessary. Please include "**SFMTA-2025-94-LOC**" in the subject line of each email.

B. Response Content

Respondents are encouraged to organize their submissions according to the format outlined below to facilitate the SFMTA's review. While not required, a structured response will assist the Agency in evaluating capabilities, ideas, and potential delivery models for a revised towing program.

1. Letter of Introduction

Please submit a letter of introduction that includes:

a) A brief overview of your firm and its relevant experience with municipal towing, vehicle storage, dispatch operations, lien processing/auctions, or similar services;

b) Number of years your firm has provided these or comparable services;

c) The name, title, location, phone number, and email address of the primary contact for this response.

2. Vendor's Questionnaire

Please complete the Vendor's Questionnaire included as Appendix B. The Questionnaire is intended to help the SFMTA gather consistent feedback on key operational, financial, and logistical topics.

3. Feedback on Draft Scope of Services

The SFMTA requests that Respondents review the draft Scope of Services (Appendix A) and provide specific feedback in the form of written comments, suggested redlines, and alternative approaches.

Respondents are encouraged to:

a) Mark up the draft Scope of Services directly (e.g., using tracked changes or comments);

b) Identify provisions that may be unclear, unnecessary, duplicative, or operationally challenging;

c) Suggest language modifications, deletions, or additions that would improve clarity, feasibility, or efficiency; and

d) Propose alternative approaches to delivering specific services or meeting stated objectives.

Feedback should focus on helping the SFMTA refine the scope to reflect practical implementation considerations and to encourage a competitive and cost-effective procurement. Respondents may submit comments as a redlined document or a separate written memorandum keyed to the relevant sections of Appendix A. Respondents shall submit responses only in MS Word format.

While submission of redlines is not required, it is strongly encouraged to assist the Agency in identifying potential revisions or refinements ahead of any future Solicitation.

4. Additional Information

Respondents are invited to submit any additional materials that may assist the SFMTA in evaluating options for a revised towing services program. This may include, but is not limited to:

a) Alternative scopes of work or service models used in other jurisdictions;

b) Sample contracts or procurement documents from similar public towing programs;

c) Organizational charts, performance dashboards, or staffing plans relevant to service delivery;

d) Technical specifications, workflows, or system integration approaches used in comparable settings; and

e) Any other documentation that illustrates best practices, lessons learned, or innovative approaches to managing municipal towing services.

Materials should be relevant to the objectives and service elements described in this RFI. Where possible, please reference the specific section of the draft Scope of Services (Appendix A) or the Vendor's Questionnaire (Appendix B) to which your supplemental materials relate.

VI. Terms and Conditions for Receipt of Responses

A. Public Records Act / Sunshine Ordinance

Responses to this RFI will become the property of the SFMTA and may be subject to public disclosure under the California Public Records Act (Government Code §§ 7920.000 *et seq*.) and San Francisco's Sunshine Ordinance (Administrative Code Chapter 67).

If your Response contains material you believe is legally exempt from disclosure—such as trade secrets as defined in California Civil Code § 3426.1(d)—you must clearly label each page containing such material as "CONFIDENTIAL," "TRADE SECRET," or "PROPRIETARY."

You must also identify the specific legal authority that supports your claim of confidentiality. Blanket designations or generalized statements of confidentiality are not sufficient. The SFMTA cannot guarantee that any information you mark as confidential will not be disclosed if required by law, but it will make reasonable efforts to protect properly designated material to the extent permitted.

B. Financial Responsibility

The SFMTA will have no financial responsibility for any costs incurred by a firm in responding to this RFI.

C. Reservations of Rights by the City

The SFMTA appreciates your interest in this RFI and welcomes your input. This RFI is an exploratory step and does not commit the City or the SFMTA to proceed with any specific procurement or contract. By submitting a Response, Respondents acknowledge and agree to the following:

- All responses become the property of the City and may be used by the SFMTA for planning, analysis, or development of future Solicitations or service models.

- The City may publicly share non-confidential portions of responses to inform public discussion, policy development, or future procurement processes.

The City expressly reserves the right, at its sole discretion, to:

a) Accept, reject, or disregard any response or portion thereof;

b) Waive minor irregularities or informalities in the response process;

c) Modify or cancel this RFI at any time, or issue a revised RFI, Request for Quotations (RFQ), or Request for Proposals (RFP);

d) Change submission deadlines, response requirements, or other elements of the RFI process;

e) Seek information or procure services described in this RFI by alternative means; or

f) Decide not to move forward with a project based on the responses received.

In submitting a Response, a Respondent acknowledges and agrees that the City shall not be liable for any costs or other damages incurred by a Respondent if the City determines not to award a contract, or exercises any of the reserved rights described herein.

Appendix A

Draft Scope of Services

Towing, Storage, and Related Services for Abandoned and Illegally Parked Vehicles

Appendix A is a separate file to be downloaded from the online posting for this RFI on the City's Supplier Portal.

You may access the website at the following link:

https://sfcitypartner.sfgov.org/pages/index.aspx

Appendix B
Vendor's Questionnaire

SECTION 1 – RESPONDENT CONTACT INFORMATION

Please provide your contact information.

Contact Name:			
Organization:			
Address:			
Phone:		**Email:**	

SECTION 2 – RESPONDENT QUESTIONNAIRE

We ask that Respondents answer the questions below using the same format provided.

No.	Question	Response
A	**Structural and Delivery Model Questions**	
1	What service delivery models would allow the City to maintain legal compliance and public safety while significantly reducing overall towing costs? (e.g., exclusive franchise, geographic zones, rotational models, fee-based incentives)	
2	How might a hybrid model—where the City retains certain responsibilities and outsources others—perform in terms of cost-effectiveness and accountability? And how could responsibilities be divided between the City and its vendor?	
3	What levels of service are typically provided in other large cities that operate under a leaner or more commercially-driven model, e.g. customer-service counter/phone hours, customer wait-time requirements, etc.?	
4	Are there specific regulatory or policy requirements that commonly increase costs, and if so, what are recommended alternatives or waivers the City might explore?	
B	**Operational and Cost Management Questions**	

No.	Question	Response
6	What is the minimum viable scope of services that could be provided to meet legal obligations and maintain safety, and what cost savings would that yield?	
7	What are typical tow-response time requirements and hours of service provided in other major jurisdictions, and how do those affect operating costs?	
8	Could vehicle storage services be separated from towing services to create competitive pricing or reduce facility-related costs?	
9	What types of performance-based payment models or KPIs have proven effective in ensuring contractor accountability and customer satisfaction?	
10	How should the City structure penalties or incentives to encourage cost control and service quality?	
C	**Technology, Equipment, and Staffing**	
11	What recent innovations in towing equipment or dispatch technology have led to cost savings or improved efficiency?	
12	What minimum staffing levels are realistically needed to meet current volumes in a dense urban environment like San Francisco?	
13	Are there third-party platforms or software that could be leveraged for dispatch, customer service, or lien sale/auction tracking at lower cost?	
D	**Transition and Market Readiness**	
14	Would your organization or others in the region be interested in performing some or all of the services under a reduced-scope model?	
15	What would be the key risks or transition issues if the City significantly changes its towing model, and how might they be mitigated?	
16	Do you foresee any potential issues or problems with our current approach, and how would you recommend to improve it?	