



METRO-WEST SERVICES

RFP: Citation Management, On-Street Meter Maintenance & Coin Collection, Booting & Towing Program, Delinquent Ticket Collections RFP



Roz Harms

Partner

314-803-6431

Email: office@metrowestservices.com

Website: <https://metrowestservices.com>

February 23, 2024

Appendix A: RFP Response Cover Sheet

Vendor Name:	Metro – West Services
Vendor Address:	1325 N. 10 th St., Saint Louis, MO, 63106
Primary Contact Name:	Roz Harms
Primary Contact Address:	1325 N. 10 th St., Saint Louis, MO, 63106
EIN:	26-1212291

Check all the boxes for the portions of the RFP that you are applying for. The following proposal is responding to:

- ☐ A. Citation Management
- ☐ B. On-Street Meter Maintenance & Coin Collection
- ☒ C. Booting and Towing Program
- ☐ D. Delinquent Ticket Collections

Letter of Transmittal:

Metro-West Services is submitting an RFP for the towing program portion of the RFP.

Metro-West Services is a locally owned company specializing in light, medium, and heavy-duty towing and recovery, with years of impound experience. Centrally located in the heart of downtown north. We have a fleet of ten trucks including roll backs, light duty wreckers, heavy duty wreckers, trailers, recovery equipment and much more. Our storage yards have the capability of storing up to 750+ vehicles in a secure fenced-in facility with garage access if needed. We have years of impound towing experience with an emphasis on customer service. We believe our experience and professional towing facility puts us in the best position possible to assist the city of St. Louis with the towing needs requested within this RFP.

Respondent's Checklist

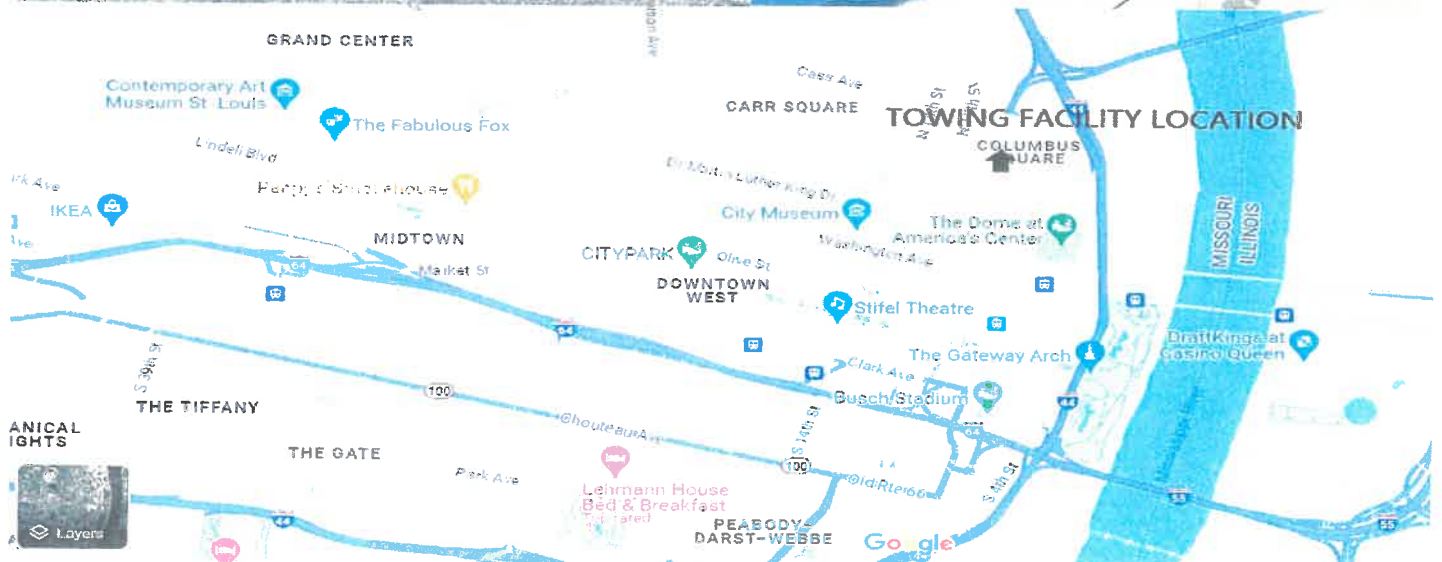
- _____ Cover Sheet (Appendix A)
- _____ Letter of Transmittal
- _____ Respondent's Checklist (this form)
- _____ Project Narrative/Submission Requirements
- _____ Organization chart, position descriptions and staff roster for lead personnel
- _____ Proposed staffing including number of personnel and position descriptions.
- _____ Scope of Services
- _____ Marketing Samples
- _____ Projected Integration Timeline
- _____ References
- _____ Cost Proposal (Appendix C)
- _____ Company Financials (refer to General Instructions and Conditions I)
- _____ W9 Form
- _____ Acknowledgement of Addenda (submission of copy of addenda issued, if any)
- _____ Electronic Copy (emailed/uploaded PDF)

Project Narrative:

Metro-West Services is a locally owned company specializing in light, medium, and heavy-duty towing, and recovery, with years of impound experience. Centrally located in the heart of downtown north. We have a fleet of ten trucks including roll backs, light duty wreckers, heavy duty wreckers, trailers, recovery equipment and much more. Our storage yards have the capability of storing up to 750+ vehicles in a secure fenced-in facility with garage access if needed. We have years of impound towing experience with an emphasis on customer service. Additional value-added services we can bring to the City of St. Louis:

- STORAGE FACILITY WITH CAPACITY OF STORING UP TO 750 VEHICLES
- ONE MAIN FACILITY WITH SECONDARY LOTS WITHIN 1 BLOCK
- CENTRALLY LOCATED FACILITY IN DOWNTOWN ST LOUIS
- LIGHTED, FENCED, PAVED & SECURED STORAGE YARDS
- TOWING FACILITY IS LOCATED WITHIN 5 MINUTES OF EACH HIGHWAY IN ST LOUIS (Interstate 44/64/55/70)
- TOWING FACILITY IS LOCATED IN THE HEART OF DOWNTOWN ST LOUIS ALLOWING FOR QUICK RESPONSE TIMES
- 30 MINUTE ETAS ENSURING EFFICIENCY FOR ALL PARTIES INVOLVED
- CLEAN AND PROFESSIONAL LOBBY AREA, CONFERENCE ROOM
- 20,000 SQUARE FOOT OFFICE/SHOP

Facility Pictures and Maps:



Some of the proposed staff we already have in place

Scope of Services:

- TOW/IMPOUND VEHICLES PER THE CITY'S REQUEST.
- STORE VEHICLES IN A SAFE, PROFESSIONAL TOWING FACILITY LOCATED IN DOWNTOWN ST LOUIS (ALLOWING THE EASY RETRIEVAL OF VEHICLES BY CUSTOMERS).
- HELP AND ASSIST CUSTOMERS IN EVERY WAY POSSIBLE TO RETRIEVE THEIR VEHICLE FROM IMPOUND.
- CHARGE ONE FLAT AFFORDABLE TOWING RATE AND STORAGE RATE FOR EACH IMPOUND (ALLOWING FOR A SIMPLE, EASY AND PROFESSIONAL VEHICLE RETRIEVAL PROCESS).
- OWNERS OF THE VEHICLES WILL BE NOTIFIED FOLLOWING MISSOURI STATUTE 304.155.

Marketing:

- 1st DAY OF STORAGE FEE WAIVED IF VEHICLE TOWED IS REDEEMED ON THE SAME CALENDAR DAY.
- SENIOR CITIZEN 15% DISCOUNT ON TOTAL BILL.
- CLEANEST, LARGEST & MOST PROFESSIONAL TOWING FACILITY IN ST LOUIS CITY.
- AFFORDABLE TOWING AND STORAGE RATES.
- ONE TOW FEE AND ONE STORAGE FEE (NO EXTRA OR ADDITIONAL CHARGES).
- COMPANY EMPHASIS ON CUSTOMER SERVICE AND CUSTOMER SATISFACTION.
- PROFESSIONAL TOW TRUCKS (FLATBEDS AND WRECKERS).
- UP TO 10 TOW TRUCKS (COMBINATION OF FLATBEDS AND WRECKERS)
- HEAVY DUTY WRECKERS AND TRAILERS AVAILABLE FOR LARGER VEHICLES THAT ARE IMPOUNDED.
- EACH TRUCK IS EQUIPPED WITH BROOMS AND CLEAN UP EQUIPMENT.



REFERENCES:

Contact: Matt Grassi

Company Name: Hertz Rental Car

Address: 10278 Natural Bridge Rd, St. Louis, MO 63134

Phone: 314-426-7555

Brief Description of project: Our company tows vehicles for Hertz (breakdowns, accidents, impound retrieval, etc.)

Contact: Dispatcher

Company Name: National Park Service Police

Address: 11 North 4th Street St. Louis MO

Phone: 314-655-1600

Brief Description of project: Our company tows/impounds and stores vehicles for the National Park Service Police (arrests, accidents, DUI, etc.)

Contact: Sargent William Sievers

Company Name: Missouri State Highway Patrol

Address: Troop C Headquarters

Phone: 636-300-2800

Brief Description of project: Our company tows/impounds and stores vehicles for the Missouri State Highway Patrol (arrests, accidents, DUI, etc.)

Contact: Dispatcher

Company Name: Auto and Boat Relocation Services

Address: 35 Cold Spring Rd, Rocky Hill, CT 06067

Phone: 800-215-1867

Brief Description of project: Our company tows and stores vehicles for customers that are relocating throughout the country.

Cost Proposal: See next page.

Monthly Breakdown	Total #Delinquent	Estimated Monthly Volume - Tow/Boot Eligible
June	13,000	300
July	13,000	300
August	13,000	300
September	13,000	300
October	13,000	300
November	13,000	300
December	13,000	300
January	13,000	300
February	13,000	300
March	13,000	300
April	13,000	300
May	13,000	300
June	13,000	300

Time Period	Consequence	Fee Amount
Initial	ticket	\$20
After 30 days	doubles	\$40
After 45 days	quadruples	\$80
4 Fully Matured Tickets	Booting/Tow	\$320

Note: providing financial projections based on a different boot/tow model is welcome. Please describe recommendation in detail.

Financial Projections	
Boot Rate	
Tow Rate	\$175 / \$25 a day storage
Estimated Monthly Cost	\$175 x amount of vehicle towed plus storage
Estimated Annual Cost	\$175 x amount of vehicle towed plus storage

All tow and storage fees are paid for by vehicle owner there are no costs to the city

Year 1-3 \$175 FLAT RATE FOR TOW / NO OTHER TOW OR LABOR FEES WILL BE CHARGED / \$25 PER DAY STORAGE
Year 4-5 \$200 FLAT RATE FOR TOW / NO OTHER TOW OR LABOR FEES WILL BE CHARGED / \$25 PER DAY STORAGE

Company Financials: See next page.

Financial References:

SA CPA
Certified Public Accountants
11500 Olive Boulevard, Suite 188
St. Louis, MO 63141-7147
Phone: (314) 872-7071
Fax: (636) 203-4382
www.sacpapc.com

O'Reilly Automotive Inc.
P.O. Box 9464
Springfield, MO 65801
314-832-29293

Interstate Billing Service Inc.
P.O. Box 2250
Decatur, AL, 35609
256-260-1146

COMPTROLLER'S OFFICE
TAX VERIFICATION FORM

DATE 02/22/2024

TO: **COLLECTOR OF REVENUE**
ROOM 410, CITY HALL

LICENSE COLLECTOR
ROOM 104, CITY HALL

FROM: DEPARTMENT St. Louis Development Corporation

ROOM NO./BUILDING 1520 Market St., Suite 2000 CITY CONTACT PERSON SLDC Grants

CITY CONTACT PERSON EMAIL SLDC-Grants@StLouis-MO.gov

CONTRACT INFORMATION

BUSINESS NAME Mojos Metro West Towing & Recovery LLC

OCCUPATION/PROFESSION Towing

BUSINESS ADDRESS 1325 N 10th St CITY St Louis STATE MO ZIP 63106

F.I.D./S.S.N. 26-1212291 TELEPHONE NO. 314-621-1600

TYPE OF CONTRACT ☐ SALES ☒ SERVICES ☐ BOTH

TYPE OF PRODUCT OR SERVICE Towing

IF SERVICE RENDERED, PERFORMANCE WILL BE ☒ INSIDE CITY LIMITS ☐ OUTSIDE CITY LIMITS

DOES VENDOR DELIVER PRODUCT OR MAKE SALES/SERVICE CALLS IN THE CITY? ☐ YES ☒ NO

COLLECTOR OF REVENUE ROOM 410, CITY HALL

Date Received

TAX DELINQUENCIES

☐ Earnings Tax Withholding _____
Year Quarter

☐ Annual E-234 _____
Year

☐ Payroll Expense Tax _____
Year Quarter

☐ Reconciliation Report
(W-3 Form) _____
Year

☐ Personal Property Tax _____
Year

☐ Not on current Earnings Tax Rolls.

☐ Not on current Personal Property Tax Rolls.

☒ **APPROVED** Date 02/22/2024 By [Signature]

☐ **REJECTED** Date _____ By _____

LICENSE COLLECTOR ROOM 104, CITY HALL

Date Received

Manufacturer's Tax

Business License

Other

Remarks _____

APPROVED BY _____
(Please Sign)

REJECTED BY _____
(Please Sign)

Date _____

If Rejected: What department should the business owner follow up with? (Please check all that apply below)

- ☐ Assessor's Office (1200 Market St., Room 120 – 314.622.4050)
☐ Building Division (1200 Market St., Room 426 – 314.622.3313)
☐ Collector of Revenue (1200 Market St., Room 110 – 314.622.4111)

- ☐ License Collector's Office (1200 Market St., Room 104 – 314.622.4528)
☐ Health Department (1520 Market St., Room 4051 – 314.612.5100)
☐ State Office (<https://dor.mo.gov/>)
☐ Other (please specify) _____

Gregory F.X. Dafy

COLLECTOR OF REVENUE, CITY OF ST. LOUIS



410 CITY HALL
1200 MARKET ST.
ST. LOUIS, MO. 63103-2841
(314) 622-3201
FAX No: (314) 622-4847

TAX CLEARANCE

DATE: 02/22/2024

ACCOUNT NUMBER: 26-1212291

NAME:

BUSINESS NAME:

MOJOS METRO WEST TOWING & Recovery

ADDRESS:

1325 N 10th st StL MO 63106

EARNINGS TAX:

OK

PERSONAL PROPERTY:

OK

☒ APPROVED

REJECTED

DATE: 02/22/2024

BY:

A handwritten signature in black ink, appearing to be "JD", written over a horizontal line.

City of Saint Louis

THIS LICENSE MUST BE POSTED ON THE PREMISES IN FULL PUBLIC VIEW

MO JOS METRO WEST TOWING & RECOVERY LLC

TERM OF LICENSE:

METRO WEST SERVICES AND LOGISTICS
1325 N 10TH ST
ST LOUIS MO 63106

FROM DATE:	TO DATE:
06/01/23	05/31/24
LICENSE #	LC10009856
DATE ISSUED	02/14/24
FEE PAID	\$325.00
FED ID	261212291

TOWING BUSN. LICENSE

BUSINESS TYPE: TOWING/WRECKERS

MANAGING OFFICER OR PARTNERS:

If this is not a Business License the following applies: Pursuant to city ordinances and conditioned upon payment of the required fee or tax due, subject to audit and zoning requirements, license is hereby granted for the term and purpose stated.

If this is a Business License, the following applies: The City of Saint Louis: To all who shall see these presents, greeting: Know ye that the licensee, having paid to the City of Saint Louis the sum stated above, being the tax and license upon the licensee as a business, therefore, the said licensee is hereby authorized to sell any goods, wares, services and merchandise of any description, except as otherwise provided by ordinance at any one store, stand or place of business within the City, for the year ending as stated above. In testimony whereof, I, the comptroller of the City of Saint Louis have hereunto set my hand.


REGISTER


COMPTROLLER


SIGNATURE OF LICENSE COLLECTOR OR DEPUTY

LICENSE NOT TRANSFERABLE

