



## Questions and Answers

### Request for Qualifications and Applications (RFQ) for Tow Rotation Program for Vehicle Towing Services

**June 17, 2026**

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**Question 1:**

Do we need to fill out pages 25-33 of the RFQ?

**Answer:**

No.

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**Question 2:**

Will the city of Elk Grove accept a storage yard and office location at \_\_\_\_\_, Elk Grove, CA 95757?

**Answer:**

The City will accept storage yard and office locations with a physical address recognized by the United States Postal Service (USPS) as being within Elk Grove, California, ZIP Codes 95624, 95757, or 95758. See <https://tools.usps.com/zip-code-lookup.htm?bycitystate>

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**Question 3:**

Is the required Elk Grove Primary and Secondary facility required (need to be in place) at application submission, contract award, or service commencement?

**Answer:**

Applicants must identify the required primary and secondary facilities in their application. Facilities must be adequate to meet the requirements of the RFQ and be operational and capable of providing the requested services by the commencement of services under the agreement.

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**Question 4:**

Must the Primary Yard physically exist within the city of Elk Grove?

**Answer:**

Please see Addendum 1.

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**Question 5:**

Please define "reasonable distance" for secondary location. Is there a maximum distance from the primary location? (ex., two air miles from primary location)

**Answer:**

A "reasonable distance" is one that allows for the safe and timely retrieval of a vehicle or transport of a vehicle owner to the secondary location while meeting the requirements of the RFQ.

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**Question 6:**

RFP states three years verifiable experience in the field is desired. This is under "Tow Company" but speaks about drivers (page 10 item 2.(a)) Is the meaning "in the field" pertaining to Law Enforcement Rotational calls?

**Answer:**

"In the field" relates to qualified tow provider businesses that have provided services to local municipalities or local law enforcement agencies for at least 3 years.

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**Question 7:**

Must all business licenses be in effect at application submission, contract award, or service commencement [ex., MCP, City of Elk Grove Special and General Business License, DMV Pull Notice, Sac County Special Business License, (Required by all Tow Companies doing business within Sacramento County regardless of city within Sacramento County) and all others required?]

**Answer:**

Applicants must provide verification of licenses required to be submitted with the application, as specified in the RFQ. All other required licenses and proof of qualifications must be provided prior to contract execution.

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**Question 8:**

Can the City provide the rationale and supporting analysis for revising the storage yard requirements, including whether the change was intended to expand the pool of eligible bidders and what impacts the City expects the change to have on competition and service delivery?

**Answer:**

As part of the City's standard procurement process, the City periodically solicits for services to ensure compliance with procurement requirements and provide equitable opportunities for qualified service providers.

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**Question 9:**

Was there an operational need to allow a secondary storage yard outside the city of Elk Grove?

**Answer:**

A secondary storage yard is not required. If provided, a secondary storage yard may be

located outside the City, provided it supports the Applicant's ability to meet the requirements of the RFQ.

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**Question 10:**

If there are two or more vehicles that need towing at the same location, will multiple tow companies be dispatched for each individual vehicle or will the first company dispatched be given the option, if available, to take all vehicles?

**Answer:**

The City intends to offer all vehicles requiring towing from the same incident to the next service provider on the rotation list, when practicable. However, dispatch decisions will be based on operational needs, applicable law, officer safety, and the service provider's ability to respond in a timely manner.

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**Question 11:**

Is this RFQ intended to result in the selection of a single company, or will multiple tow companies be selected to participate in the tow rotation program?

**Answer:**

Multiple tow companies.