

Shirley Rukcic

From: Tishaura Jones
Sent: Thursday, April 4, 2019 4:17 PM
To: Jared Boyd;Jerry Walker;Michelle Smart;Carl Phillips;Shirley Rukcic
Subject: Parking RFP with Major Changes
Attachments: Parking Mgmt Software RFP v1.docx

Please take another look. I've been looking at it too much. The goal is to ask for bids for both parts of the parking program....1) the back end software and 2) meter maintenance, collections and the PVB. I was thinking of providing a graphic in the RFP somewhere to illustrate this in case it's not clear.

Use the comments feature in Word to talk about any changes you've made.

Tj

City of St. Louis
Treasurer's Office



Request for Proposals

Parking Management -
Software, Meter Maintenance,
Collections, and
Parking Violations Bureau

Proposals due no later than:

3:00 p.m. on May 17, 2019

1) Opening Statement

The City of St. Louis Treasurer's Office ("STLTO") is seeking qualified bidders to submit proposals for a comprehensive, in-office parking management system, wireless/real-time enforcement capabilities, and a web e-commerce front-end for parker self-service. The goal of parking management software is to provide a seamless, efficient, customer-friendly, and cost-effective parking operation for the City of St. Louis.

The STLTO manages and directs parking operations for the City of St. Louis. Currently the STLTO operates approximately 1,726 IPS single-space meters and 735 Flowbird (Parkeon) multi-space pay stations, which generated over \$6 million in gross revenues in the last fiscal year. The STLTO and the St. Louis Police Department issue approximately 280,000 parking tickets annually. The STLTO also owns and operates six parking garages and several surface parking lots.

Under the current system, STLTO has a contract with a vendor for parking meter maintenance, software and the Parking Violation Bureau ("PVB"). Going forward:

- STLTO will select one company to provide parking management software and enforcement technology; the parking management software and enforcement technology will now be owned by STLTO.
- Parking meter maintenance, collections and the parking violations bureau will be awarded under a separate contract.

Note: Vendors can bid for either one or both lines of service; however, the contracts will be awarded separately.

The system must be able to set up multiple payment methods and facilitate PCI-compliant transactions. The system must have a secured web-based customer portal module that, via secure log-in, allows customers to complete such business online as viewing their record, including citations, boot/tow information, filing appeals, and paying all outstanding charges. The web-based module must interact in real-time with the Parking Management System and support custom business rules for citation payments and appeals.

Parking Enforcement devices must interact in real-time with the parking management system so that as citations are issued, they are immediately transmitted to the parking system via WiFi and/or cellular network; and as vehicles and permits are searched, data is pulled in real-time from the parking management system. Parking Enforcement devices must run on Android operating systems with a built-in cellular/WiFi radio. Transmission of data from the parking enforcement device to the parking system must not require "cradles" or docking stations.

Minority-Owned Business Enterprises ("MBE") and Women-Owned Business Enterprises ("WBE") are encouraged to submit Proposals. Companies are also free to submit joint-proposals to satisfy the entire scope of the Request For Proposal ("RFP"). Joint venture proposals with MBE/WBE vendors are also encouraged.

This RFP does not obligate the STLTO to complete the selection and contract award process. STLTO reserves the right to: 1) accept or reject any and all Proposals; 2) request additional

information from any or all Proposers to assist the STLTO in its evaluation process; 3) amend or withdraw this RFP prior to the announcement of the selected firm and 4) award the proposed services in whole or in part, to one or more firms. In case of an amendment to the RFP, all Proposers will be provided with a copy of any such amendment(s) and be afforded the opportunity to revise their Proposals in response to the RFP amendment.

Any questions about this RFP must be submitted in strict compliance with **Sections 7 and 8** of the RFP.

2) Scope of Services

A detailed list of scope of services for parking management software is attached in **Appendix A**. The scope of services for meter maintenance, collections and the PVB is attached in **Appendix B**. For ease of completion, bidders can download **Appendix A** from the STLTO web sites at <http://www.stlouis-mo.gov/government/departments/treasurer/>, <http://www.stltreasurer.org>, and <http://www.parklouie.com> under the link to RFPs/RFQs. The following information is a summary.

a) On-Street Meter Enforcement

- i) STLTO already owns 735 Flowbird multi-space pay stations and 1,726 IPS single-space meters. The STLTO is open to re-deploying parking meters to maximize effectiveness of operations. The vendor's software must be able to integrate with STLTO's equipment and all major equipment manufacturers.
- ii) STLTO uses ParkMobile for mobile based payments. The vendor's software should have full integration with ParkMobile and other mobile based applications.
- iii) Technology and reporting software that allows the STLTO to monitor meter performance on a real-time basis and track other analytics. The technology and software will also incorporate GIS of all on-street meter enforcement.
- iv) Ticket Issuance Devices ("TID") or software that allows officers to conduct enforcement on smart phones or similar devices. The TID should be user-friendly and also contain software that allows officers to take pictures to support issuance of parking violations. Additionally, the TID should have enforcement software which allows officers to detect vehicle permits and past parking infractions. TID may also allow officers to clock-in/out and monitor officer productivity.
- v) License Plate Recognition ("LPR") technology that will assist parking enforcement officers to detect parking violations and vehicles eligible for booting or towing.
- vi) Software that allows management of permit parking zones.

b) Citation Management/PVB

- i) The vendor will be responsible for processing tickets generated by the STLTO and the St. Louis Police Department. The ticket processing system should allow customers to pay parking tickets immediately after issuance. Additionally, the vendor should allow customers to pay parking tickets via phone, web, mobile, or in person. Customers should also be able to search ticket information with their license plate number or ticket number.

- ii) The vendor will be responsible for fielding customer complaints related to parking enforcement. The vendor will also be expected to staff a parking violations bureau where customers are able to pay for parking violations in person.
 - iii) The vendor will be responsible for the monthly reconciliation of ticket revenue collected for each bank account. This report must be submitted to the STLTO by the 10th business day of each month per bond indenture requirements.
 - iv) Software that allows the STLTO to audit and monitor ticket processing, run accounting reports, and perform other analytics. All reports should be able to differentiate between Police and STLTO tickets.
 - v) Managing appeals of parking violations. The STLTO independently contracts with attorneys to review contested parking tickets. The vendor would be responsible to schedule parking ticket appeals and manage any supporting evidence submitted by customers in support of their appeals. Vendors should also provide the ability to conduct adjudications online.
- c) Carry out the STLTO's booting program**
- i) Provide boots for habitual parking enforcement violations. Procure and maintain an adequate spare boot inventory to minimize service disruptions.
 - ii) Make the scofflaw list ("hot list") available to the booting crews electronically in real time following receipt of the original hot list in electronic format from Parking Supervisor or its designee.
 - iii) Provide vehicles and technology to support the Parking Supervisor's vehicle immobilization program. Provide three (3) vehicles and three (3) License Plate Reader (LPR) systems for booting and other parking enforcement personnel.
 - iv) The booting support technology shall be integrated with the parking violation management system to ensure that any relevant transactions, payments, case dispositions, and update booting lists accurately and immediately.
 - v) Provide all hardware, software, and communication components necessary to implement and maintain the software application that supports LPR functionality.
 - vi) Assume responsibility for the maintenance of software, hardware, and communications equipment.
- d) Meter maintenance and collections**
- i) Provide meter services for the STLTO's entire inventory of parking meters.
 - ii) Be responsible for the day-to-day management and operation of all such parking meters and will have control of the meter inventory.
 - iii) Provide rates for meter collection and maintenance. Rate shall be all inclusive and charged per metered space, based on the type of meter deployed.
 - iv) Re-deploy parking meters to maximize effectiveness of operations.
 - v) Deliver a full array of meter management services, including but not limited to parking meter installation, maintenance, repair and removal.
 - vi) Collect all money from the meters and audit, safeguard, record, transport, deposit (with the STLTO's provider), account for and report all meter revenues per the STLTO's specifications (e.g., method, frequency, routes and account).
 - vii) During collections, audit all meters, empty every canister and immediately report all broken, missing, defaced meters and all other meter faults and outages to the central

dispatch unit.

- viii) Repair meters, and maintain an accurate inventory of existing meters, meter vaults, collection routes, key controls, lock and key sets and other meter peripherals and other assets.
- ix) As needed, re-key meter vaults, revamp collection routes and upgrade lock and key sets.
- x) Maintain adequate spare meter equipment and meter replacement parts on site to minimize service disruptions and ensure fast repair.

STLTO will retain control and continue to employ the parking enforcement officers responsible for issuing parking violations.

3) Specific Tasks and Proposal Requirements

The RFP shall be limited to 20 pages (10 pages if both sides of the page are utilized). Please indicate if the company is bidding for one or both sections of the RFP. Company financial information, reference materials, and Appendix A do not count toward the 20-page limit. The RFP should include how the vendor will address all the items in the Scope of Service set forth in **Section 2** in addition to the following areas:

A. Cost-Benefit Analysis

- Must provide all costs of operating software and describe any bulk discounts and the breakdown of when discount would be applied
- Describe all costs of options not included in the base price (please list all and if bulk discounts apply)
- Describe all cost associated with day-to-day usage of software
- Cost of software compared to functionality and features provided
- STLTO hosting via server vs cloud or other financial options
- Provide ROI schedule
- How the STLTO may incorporate existing meters and infrastructure into the parking system

B. Functionality

- Back end reporting capabilities (please be specific)
- Multi-lingual features
- System must exercise industry standard protocols to ensure data security
- System must provide redundant/failsafe servers which ensure at least 99.9% uptime of all components of the system
- Integration with mobile payment users
- Event permit system, either via mobile payments or pay by web
- Integration with all major meter equipment, ticket software applications and sensor technologies
- Waiting list and mass email functionality
- Online personal account for customer to create, update and manage their accounts

C. Maintenance and Service

- Must include all training for operation and maintenance of the system, fully functional software with reporting capabilities
 - Remote diagnostic capabilities (ability to alert third party contractor and/or STLTO if malfunctioning)
 - Overall performance with minimum downtime related to regular usage, weather and user-created problems
 - Ability to be maintained by third-party contractor and/or STLTO without affecting warranties
 - Provide details for service contract and equipment warranty
 - Policy regarding future software upgrades
- D. Customer Service
- Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices
- E. Marketing
- Provide examples of marketing plans used in other cities and markets
 - Provide initial marketing plan to promote use of the system
 - Message, medium, location and frequency of use
 - Must supply all promotional and operational graphics, street signage, etc.
- F. Rollout Implementation Schedule
- List installation schedule; development, testing, roll-out, marketing, and training schedules
- G. Company Financial Information
- 3 years of consolidated income financial statements (balance sheet, statement of changes in financial position, income statement, ...)
 - At least two financial references
 - Last auditor statement
 - Latest SOC 1 and/or SOC 2 report or a SAS #70 report
 - Any pending lawsuits or litigation as related
 - MBE/WBE utilization
- H. References
- Must furnish at least five (5) references from municipalities with the same software, three (3) of which with minimal installations of more than 7,000 parking spaces
 - History of equipment installed in other municipalities with references and contact information
 - Minimum of three (3) years experience with installed hardware and one (1) year of field installed experience

4) Schedule

The following is a listing of key proposal and project milestones:

RFP Release	April 12, 2019
Pre-proposal Conference	April 24, 2019
Vendors to Submit Questions	May 1, 2019
City Responses to Questions	May 6, 2019
Proposals Due	3:00 PM on May 17, 2019
Estimated Final Selection of Vendor/Vendors	May 31, 2019
Estimated Contract Negotiation and Approval	June 2019

5) Pre-Proposal Conference

A pre-proposal conference will be held on **Wednesday, April 24, 2019 from 10:00 a.m. to 12:00 p.m. at the following location:**

**Treasurer's Office
City Hall, Room 220
St. Louis, MO 63103**

All potential proposers are encouraged to attend this conference. All questions at the pre-proposal conference will be recorded and answers will be posted on the website and sent to all vendors who were originally provided this RFP.

6) Proposal Due Date and Location

RFP submittals are due no later than **3:00 p.m. on May 17, 2019** at the following location:

**City of St. Louis
Treasurer's Office
1200 Market Street, Room 220
St. Louis, MO 63103**

Late proposals may not be accepted and the envelope must be marked referencing the project: **Proposal for Parking Management**. Proposers must supply three (3) hard copies of the proposal and one (1) electronic copy as a PDF file on a USB flash drive.

Public access to Proposals shall be governed by the relevant provisions of the Freedom of Information Act, State of Missouri Sunshine Law (RsMO 610.021), and regulations adopted pursuant thereto.

7) Department Contact / Requests for Clarification

Prospective responders may direct questions **in writing only** to:

Carl Phillips
Parking Administrator
Email: phillipsca@stltreasurer.org
Fax: 314-622-4246

All questions are due no later than May 1, 2019. Questions will be answered in writing by May 6, 2019 and will be sent to all proposers and posted on our websites at <http://www.stlouis-mo.gov/government/departments/treasurer/> <http://www.stltreasurer.org> and <http://www.parklouie.com> under the link to RFPs/RFQs. The department contact person is the only individual who can be contacted about the project by proposers before proposals are submitted. The department contact cannot vary the terms of the RFP.

8) Quiet Period

The Quiet Period is the period of time beginning when the RFP is issued and ends when the vendor is selected.

Proposers shall not contact any staff in the STLTO during the Quiet Period and should direct all questions and communications to the department contact indicated in **Section 7** of this RFP.

Incumbent vendors may communicate with STLTO staff during the Quiet period, but may not discuss the RFP. The purpose of the Quiet Period is to ensure that all prospective vendors have equal access to information regarding the search tasks and requirements; to be certain that communications are consistent and accurate; and to make the search and selection process efficient, diligent, and fair.

The Quiet Period will be posted to the STLTO website to prevent inadvertent violations by vendors responding to the RFP.

Members of the Parking Commission and STLTO staff not directly involved in the search shall refrain from communicating with the vendors regarding any product or service related to the search during the Quiet Period unless this communication takes place during the pre-proposal conference or interview conducted as a part of the RFP.

An RFP respondent will be disqualified for violating the Quiet Period.

Offering or providing anything of value to STLTO Staff or the Parking Commission is prohibited.

9) [Optional] Site Visits

Proposers are encouraged to visit the STLTO's On-Street Metering System in reference to the services to be provided, but are prohibited from interviewing STLTO staff or other visitors in any effort to obtain information relating to this RFP. All requests for clarification should be submitted in writing as outlined in this RFP. Failure to follow this prohibition could result in the rejection of the proposal.

10) Proposal Format and Submittals

A 20 page (10 if both side of the page are utilized) limit will be applied to all proposals. This page limit excludes the spreadsheet in Appendix A/photos/drawings/screenshots and financial submittals. All submitted documentation becomes a part of the public record and may be selected for publication in documents and/or presentations associated with evaluation of vendor proposals.

Financial information about software and hardware costs should be submitted in separate sealed envelopes and will not become public information over the course of the evaluation process. This information will become accessible as part of the public record once a vendor/vendors are selected. All other financial submittals will be returned upon request.

To allow for easier comparison of proposals during evaluation, the proposal format and submittals must be as follows:

- a) Scope of Services - As outlined in Section 3 (Specific Tasks and Proposal Requirements)
- b) Experience and Capacity - Describe background and experience demonstrating ability to provide required services.
- c) References - List references from contracts similar in size and scope.
- d) Cost - Indicate proposed per meter base unit and describe all costs of options not included in the base price in a separately sealed envelope.
- e) Insurance - If applicable, indicate proposed insurance coverage for the project.

11) Evaluation Criteria – Proposal Review

The following are the key criteria that will be used to evaluate the proposals:

Topic	Number of Points
Pricing	30
Ability to perform the required services	25
References	15
Technology and innovation	10
MBE/WBE participation	10
Value added services	10
Total	100

12) Addendums

If any addendums are needed for this Request for Proposal, they will be posted on ALL STLTO web sites at <http://www.stlouis-mo.gov/government/departments/treasurer/> <http://www.stltreasurer.org> and <http://www.parklouie.com> under the link to RFPs/RFQs.

13) Selection Process

Proposals will be evaluated based upon, but not limited to, related experience of the respondents, knowledge of the STLTO, professional qualifications of individuals to be assigned to the project, creative financing strategies, fees, and overall proposal content.

Proposals will be reviewed by the STLTO. Oral interviews of the most responsive firms will be scheduled shortly after the deadline submission date and may be conducted by phone at the option of the STLTO. All vendors selected for interviews will be notified of the selection as soon as possible.

The STLTO reserves the right to reject any and all proposals and to waive informalities and minor irregularities in any proposal reviewed. Further, the STLTO may reject any proposal which does not conform to the instructions herewith. Additionally, the STLTO reserves the right to negotiate all final terms and conditions of any agreement entered into.

Nothing in the Request for Proposals shall be deemed to commit the STLTO to engage any vendor(s).

Appendix A

Scope of Services Parking Management Software

Appendix B

Scope of Services Meter Maintenance, Collections, and Parking Violations Bureau

Citation Management:

- Process all parking tickets from issuance through disposition using parking management software.
 - Customers may pay parking tickets immediately after issuance.
 - Customers may pay parking tickets via phone, web, mobile, or in person.
 - Customers may search ticket information via web with their license plate number or ticket number.
- Field customer complaints related to parking enforcement (walk-in and by phone).
- Staff a parking violations bureau where customers can pay for parking violations in person.
- STLTO will audit and monitor ticket processing, run accounting reports, and perform other analytics through parking management software.
- Reconcile ticket revenue collected on a monthly basis against each bank account.
- Manage appeals of parking violations. Refer violators who are contesting their parking tickets to the Parking Violations Bureau (PVB). Refer administrative hearing appeals to the City 22nd Judicial Court. Assist the administrative adjudication support process by providing access to parking management software, scheduling the parking ticket appeals, and managing any supporting evidence submitted by customers in support of their appeals.
- STLTO will provide the ability to conduct adjudication on-line.
- Acquire vehicle owner information from State DMV agencies and other third party sources on behalf of the City. Authorizations may be required from the St. Louis Police Department to facilitate certain name and address acquisitions.
- Scan and index correspondence, documents and handwritten tickets for convenient online retrieval.

Program Management:

- Develop and carry out an effective and efficient operations plan (“**Operations Plan**”) to deliver the Parking Citation processing and collection services (“**Core Primary Collection Services**”). The Operations Plan shall include the following elements:
 - Organization chart, position descriptions and staff roster for all personnel
 - Continual training program for all employees and subcontractor personnel
 - Plan for walk-in service center for payment and adjudication of violation citations
 - Detailed equipment inventory
 - Resource maintenance and support plan
- Designate an Operations manager who will be available on-site at a location approved by the Parking Supervisor during normal business hours to manage all services, supervise all employees and subcontractors, resolve disputes and serve as liaison to the Parking Supervisor.
- Provide an adequate number of qualified staff and non-personnel resources to operate the Core Primary Collection Services and the System, satisfy actual service demands, and fulfill the requirements of the Core Primary Collection Services and the System.
- Submit an annual performance report to STLTO.

Ticket Processing & Collections Compensation:

Vendor will charge STLTO a unit-based processing fee per ticket issued. There will be no ticket minimum and no ticket minimum penalty. A contingency fee shall be payable to the vendor on all delinquent accounts paid. A “**delinquent account**” is defined as a parking violation ticket which is not paid before the expiration of 90 days after its issue date.

The following products & services are included in the per ticket issued fee:

- Postage at bulk rate charges for Notice 1, Notice 2 and Notice 3. All other correspondence is included at no additional cost. The Parking Supervisor may require the Vendor to mail up to three (3) notices prior to the date of delinquency. The Vendor will investigate methods for using postcards, email notifications, and other methods of communication that will reduce mailing costs.
- Credit card discount fees for all parking ticket and meter payments, at Vendor’s cost.

The Vendor will bear all other operating costs incurred.

Meter Enforcement & Operations:

Vendor shall:

- Provide meter services for the Parking Supervisor's entire inventory of parking meters.
- Be responsible for the day-to-day management and operation of all such parking meters and will have control of the meter inventory.
- Provide rates for meter collection and maintenance. Rate shall be all inclusive and charged per metered space, based on the type of meter deployed.
- Re-deploy parking meters to maximize effectiveness of operations.
- Deliver a full array of meter management services, including but not limited to parking meter installation, maintenance, repair and removal.
- Collect all money from the meters and audit, safeguard, record, transport, deposit (with the City Treasurer's security provider), account for and report all meter revenues per the Parking Supervisor's specifications (e.g., method, frequency, routes and account).
- During collections, audit all meters, empty every canister and immediately report all broken, missing, defaced meters and all other meter faults and outages to the central dispatch unit
- Repair the meters, and maintain an accurate inventory of existing meters, meter vaults, collection routes, key controls, lock and key sets and other meter peripherals and other assets.
- As needed, re-key meter vaults, revamp collection routes and upgrade lock and key sets.
- Maintain adequate spare meter equipment and meter replacement parts on site to minimize service disruptions and ensure fast repair.

Booting Program:

- Carry out the Parking Supervisor's booting program.
- Make the scofflaw list ("hot list") available to the booting crews electronically in real time following receipt of the original hot list in electronic format from Parking Supervisor or its designee.
- Provide vehicles and technology to support the Parking Supervisor's vehicle immobilization program. Provide three (3) vehicles and three (3) License Plate Reader (LPR) systems for booting and other parking enforcement personnel.
- The booting support technology shall be integrated with the parking violation management system to ensure that any relevant transactions, payments and other case dispositions update booting lists accurately and immediately.
- Provide all hardware, software, and communication components necessary to implement and maintain the software application that supports LPR functionality.
- Assume responsibility for the maintenance of software, hardware, and communications equipment.
- Provide boots for habitual parking enforcement violations. Procure and maintain an adequate spare boot inventory to minimize service disruptions.

Shirley Rukcic

From: Carl Phillips
Sent: Thursday, April 4, 2019 4:18 PM
To: Tishaura Jones;Jared Boyd;Jerry Walker;Michelle Smart;Shirley Rukcic
Subject: RE: Parking RFP with Major Changes

Ok.

From: Tishaura Jones
Sent: Thursday, April 4, 2019 4:17 PM
To: Jared Boyd <BoydJa@stltreasurer.org>; Jerry Walker <jwalker@stltreasurer.org>; Michelle Smart <Smartm@stltreasurer.org>; Carl Phillips <PhillipsCa@stltreasurer.org>; Shirley Rukcic <Rukcics@stltreasurer.org>
Subject: Parking RFP with Major Changes

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Use the comments feature in Word to talk about any changes you've made.

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Shirley Rukcic

From: Carl Phillips
Sent: Wednesday, May 1, 2019 5:17 PM
To: Tishaura Jones;Jared Boyd;Jerry Walker
Subject: RFP questions
Attachments: Parking RFP questions.docx

FYI.

Carl Phillips
Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Parking RFP questions

4/23/2019 G Techna (Lauri Keller)

- How many Enforcement Officers does the city have issuing tickets?
- For pricing, specifically with respect to the parking management software contract and/or Appendix A, can you please clarify how parking management software shall be included based on a per meter price?
- Does the City intend to upgrade to pay by plate? If so, is there a timeline about this advancement?

4/24/2019 EDC Corporation (AIMS Parking) Kevin Fisher

Questions regarding City of St. Louis RFP

Parking Management Software

1. How many parking enforcement devices are needed?
2. Typically, the actual Android devices to be used for enforcement are provided directly by the Agency allowing them to select the device type of their choice and take advantage of any purchasing agreements available to them. Is this acceptable to the City?
3. Does the City own the current mobile LPR camera systems used for parking enforcement? If so, who is the manufacturer of the LPR equipment?
4. One of the functionality requirements identified is "Event permit system, either via mobile payment or pay by web. Could you please elaborate on the nature of these permits and the requirement overall?
5. Multiple licensing options are available. In either case the City of St. Louis would hold (own) the license, the difference is in the term and payment.
 - a. Perpetual License – A one-time license fee for a perpetual license to use the software. No renewals for the license to use the software are ever required. An annual Support fee is charged that provides unlimited application support and all program updates and new version releases. Should the City elect to utilize vendor hosting, and additional fee for the hosting services is charged.
 - b. Software as a Service (SaaS) license – a term license to use the software. An annual fee pays for the license to use the software, support and software updates, and hosting services. The SaaS license is renewed annually, for as long as the City desires. Increases in the annual renewal fee, if any, are limited.

Does the City have a preference for one of these options over the other?

4/25/2019 Complus Data (Jason Kaczmarkiewicz)

- What was the revenue generated from parking tickets last year?
- What was the collection % on these parking tickets?

- How many hand held units is the city currently using?
- How many people have access to the back office software to manage tickets?
- Can you please provide a copy of your current management and enforcement billing notices.

4/25/2019 Hudson & Associates (Judie Carmichael Brown)

1. How many copies of the proposal does the STLTO require?
2. Are tabs included in the page count?
3. Should the proposal be bound?
4. What are the insurance requirements for services under Appendix B?
5. Under "Specific Tasks and Proposal Requirements" the items listed seem to refer to the software scope of work. Are there any additional document requirements for the scope of work in Appendix B?

4/29/2019 Republic Parking System (Jack Skelton)

1. There are Five Sections listed under Scope of Services in Appendix B: Citation Management, Program Management, Ticket Processing & Collections, Meter Enforcement & Operations, and Booting Program. Are we able to propose on any mixture of these services, or is there a specific breakdown of these five services the City would like to see proposed?
2. How many vehicles were booted in the past two years?
3. What was the total revenue value from booted vehicles over the past two years?
4. Please provide a brief description of the current booting program? Process?
5. Is the actual booting of vehicles envisioned to be performed by City employees, or contractor employees?
6. How many booting vehicles equipped with LPR are currently deployed for the program?
7. What is the current boot fee charged to customers whose vehicles are immobilized?
8. What is the age of the Parkeon meters in use today?
9. What is the age of the IPS parking meter inventory in the field today?
10. Can you provide the current meter collection schedule in place?
11. Can you please provide the current inventory of spare meter parts for the Parkeon and IPS units? Will this inventory be transitioned over to the new vendor upon award?
12. Does the City have a coin count room for vendor use, or is the counting performed at a vendor office?
13. Please describe the process for delivering the counted coin to the bank? Is the bank where the coin is deposited, a City bank account?
14. Please provide the total amount of meter coin collected last year?
15. The RFP asks for pricing per meter? Does this apply for the booting program? Or would you like for us to propose a pricing model for booting?

4/29/2019 The William Everett Group (Alex Martignago)

You spoke of our being able to bid on whatever parts we want to bid on and the City could decide which partial bids to put together. Could a bidder bid both this a'la carte approach and also bid as a Prime?

Does a Prime need to commit to ALL of the scope?

5/1/2019 United Public Safety (Kate Lange)

1. What quantity of handheld ticket writers and other hardware would be required by the City?
Does the city have a preference for one or two piece printer/unit solutions?
2. How many citations have been issued for each of the last 3 years?
3. What is the total dollar value of issued citations for each of the last 3 years?
4. What is the collection rate of issued citations?
5. How many citations, and at what average dollar value, were paid online for each of the last three years?
6. Does the City currently assess a service fee for tickets paid online? If not, would the City consider this approach?
7. What fees have been paid to the incumbent vendor for the last three years?
8. How many LPR units does the City require?
9. How does the City currently handle permitting? Are permits physical or virtual, and can they be purchased online? Does the City enforce Pay and Display or Pay by Plate?
10. Section 3D Customer Service states "Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices". Would this be handled by respondents to Parking Management Software or respondents to Meter Maintenance, Collections, and Parking Violations Bureau?
11. Is insurance required as mentioned in Section 10e? If so, are there specific limits?
12. Does the City require three hard copies and one electronic copy of the Cost Proposal as well?
13. Should Appendix A, company financials, and reference materials be printed and included with the hard copies of the proposal or submitted only with the electronic copy?
14. Should Appendix A, company financials, and reference materials be included as an appendix to the proposal or submitted separately? If submitted separately, should three copies be included?
15. Should the Cost Benefit Analysis identified in Section 3A be submitted as part of the 20-page proposal or with the cost proposal in a separate sealed envelope?

5/1/2019 St. Louis Parking Company (Joe Pelusi)

1. What is the current lease term and rate for the Violations Bureau Office?
2. Who is responsible for the lease expense for the Violations Bureau Office?
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4. Please provide a current list of meter rates for all areas included in the RFP
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 - a. If owned by the City at the conclusion of the contract term, please confirm that Contractor would be reimbursed for an unamortized amount should the agreement be terminated early for any reason.
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8. Please provide a list of all inventory and assets that Vendor would assume or have access to post-transition
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 - i. If available, please also provide any detail for aged balances
 - c. Booting revenue
10. Please provide the current contracts for each portion of the scope that is currently outsourced

Shirley Rukcic

From: Carl Phillips
Sent: Thursday, May 2, 2019 10:23 AM
To: Tishaura Jones;Jared Boyd;Jerry Walker
Subject: RFP questions (revised)
Attachments: Parking RFP questions.docx

FYI. Some questions came in last night.

Carl Phillips
Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Parking RFP questions

4/23/2019 G Techna (Lauri Keller)

- How many Enforcement Officers does the city have issuing tickets?
- For pricing, specifically with respect to the parking management software contract and/or Appendix A, can you please clarify how parking management software shall be included based on a per meter price?
- Does the City intend to upgrade to pay by plate? If so, is there a timeline about this advancement?

4/24/2019 EDC Corporation (AIMS Parking) Kevin Fisher

Questions regarding City of St. Louis RFP

Parking Management Software

1. How many parking enforcement devices are needed?
2. Typically, the actual Android devices to be used for enforcement are provided directly by the Agency allowing them to select the device type of their choice and take advantage of any purchasing agreements available to them. Is this acceptable to the City?
3. Does the City own the current mobile LPR camera systems used for parking enforcement? If so, who is the manufacturer of the LPR equipment?
4. One of the functionality requirements identified is "Event permit system, either via mobile payment or pay by web. Could you please elaborate on the nature of these permits and the requirement overall?
5. Multiple licensing options are available. In either case the City of St. Louis would hold (own) the license, the difference is in the term and payment.
 - a. Perpetual License – A one-time license fee for a perpetual license to use the software. No renewals for the license to use the software are ever required. An annual Support fee is charged that provides unlimited application support and all program updates and new version releases. Should the City elect to utilize vendor hosting, and additional fee for the hosting services is charged.
 - b. Software as a Service (SaaS) license – a term license to use the software. An annual fee pays for the license to use the software, support and software updates, and hosting services. The SaaS license is renewed annually, for as long as the City desires. Increases in the annual renewal fee, if any, are limited.

Does the City have a preference for one of these options over the other?

4/25/2019 Complus Data (Jason Kaczmarkiewicz)

- What was the revenue generated from parking tickets last year?
- What was the collection % on these parking tickets?

- How many hand held units is the city currently using?
- How many people have access to the back office software to manage tickets?
- Can you please provide a copy of your current management and enforcement billing notices.

4/25/2019 Hudson & Associates (Judie Carmichael Brown)

1. How many copies of the proposal does the STLTO require?
2. Are tabs included in the page count?
3. Should the proposal be bound?
4. What are the insurance requirements for services under Appendix B?
5. Under "Specific Tasks and Proposal Requirements" the items listed seem to refer to the software scope of work. Are there any additional document requirements for the scope of work in Appendix B?

4/29/2019 Republic Parking System (Jack Skelton)

1. There are Five Sections listed under Scope of Services in Appendix B: Citation Management, Program Management, Ticket Processing & Collections, Meter Enforcement & Operations, and Booting Program. Are we able to propose on any mixture of these services, or is there a specific breakdown of these five services the City would like to see proposed?
2. How many vehicles were booted in the past two years?
3. What was the total revenue value from booted vehicles over the past two years?
4. Please provide a brief description of the current booting program? Process?
5. Is the actual booting of vehicles envisioned to be performed by City employees, or contractor employees?
6. How many booting vehicles equipped with LPR are currently deployed for the program?
7. What is the current boot fee charged to customers whose vehicles are immobilized?
8. What is the age of the Parkeon meters in use today?
9. What is the age of the IPS parking meter inventory in the field today?
10. Can you provide the current meter collection schedule in place?
11. Can you please provide the current inventory of spare meter parts for the Parkeon and IPS units? Will this inventory be transitioned over to the new vendor upon award?
12. Does the City have a coin count room for vendor use, or is the counting performed at a vendor office?
13. Please describe the process for delivering the counted coin to the bank? Is the bank where the coin is deposited, a City bank account?
14. Please provide the total amount of meter coin collected last year?
15. The RFP asks for pricing per meter? Does this apply for the booting program? Or would you like for us to propose a pricing model for booting?

4/29/2019 The William Everett Group (Alex Martignago)

You spoke of our being able to bid on whatever parts we want to bid on and the City could decide which partial bids to put together. Could a bidder bid both this a'la carte approach and also bid as a Prime?

Does a Prime need to commit to ALL of the scope?

5/1/2019 United Public Safety (Kate Lange)

1. What quantity of handheld ticket writers and other hardware would be required by the City?
Does the city have a preference for one or two piece printer/unit solutions?
2. How many citations have been issued for each of the last 3 years?
3. What is the total dollar value of issued citations for each of the last 3 years?
4. What is the collection rate of issued citations?
5. How many citations, and at what average dollar value, were paid online for each of the last three years?
6. Does the City currently assess a service fee for tickets paid online? If not, would the City consider this approach?
7. What fees have been paid to the incumbent vendor for the last three years?
8. How many LPR units does the City require?
9. How does the City currently handle permitting? Are permits physical or virtual, and can they be purchased online? Does the City enforce Pay and Display or Pay by Plate?
10. Section 3D Customer Service states "Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices". Would this be handled by respondents to Parking Management Software or respondents to Meter Maintenance, Collections, and Parking Violations Bureau?
11. Is insurance required as mentioned in Section 10e? If so, are there specific limits?
12. Does the City require three hard copies and one electronic copy of the Cost Proposal as well?
13. Should Appendix A, company financials, and reference materials be printed and included with the hard copies of the proposal or submitted only with the electronic copy?
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15. Should the Cost Benefit Analysis identified in Section 3A be submitted as part of the 20-page proposal or with the cost proposal in a separate sealed envelope?

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 - i. If available, please also provide any detail for aged balances
 - c. Booting revenue
10. Please provide the current contracts for each portion of the scope that is currently outsourced

5/1/2019 ABM Parking Services (Jeffrey Russell)

- 1) How many enforcement handhelds are currently in inventory and are being used for the operation?
- 2) Are the current vehicles used for booting going to transfer to the successful bidder or should we provide new vehicles with new LPR systems?
- 3) Who owns the current inventory of boots and how many are on hand?
- 4) Is this current boot inventory going to transfer to the successful bidder or should we plan on provide new ones?
- 5) Is there a current maintenance or extended warranty agreement in place with Flowbird or IPS?
- 6) Please provide current cost and fees that are being paid to Flowbird and IPS.
- 7) Please provide a pricing format with how you would like to see pricing broken down for the operation.
- 8) Please provide two years of historic budgets and expense statements.
- 9) How are the police issuing tickets? Are they handwritten and have to be manually inputted into the system?
- 10) What is the quantity that the police are issuing verses what is written by parking enforcement officers.
- 11) Please provide an example of a previous Annual Performance Report as specified on page 13.
- 12) How many vehicles were booted in 2017? How many in 2018?
- 13) Is there an established meter workshop area that will be provided to successful bidder?
- 14) Is the office space that is used by parking collections going to be provided to the successful bidder? If not, is there a lease involved and what are those current costs?

- 15) Who provides new meter poles, mechanisms, housings & signage when damage occurs?
- 16) What is the current inventory of meter poles, mechanisms, housings?
- 17) Please provide the current collection routes and frequency.
- 18) Please provide the number of tickets issued in 2018 and then the total number issued in 2017.
- 19) Please provide the number of tickets paid in 2018 and then the total number paid in 2017.
- 20) Please provide the number of tickets voided in 2018 and then the total number voided in 2017.

Shirley Rukcic

From: Carl Phillips
Sent: Friday, May 3, 2019 3:35 PM
To: Tishaura Jones;Jared Boyd;Jerry Walker
Subject: RFP Answers
Attachments: Parking RFP questions & answers (1st draft).docx

Attached above are the RFP answers that Jerry & I worked on. There were about 125 questions. Due to the amount of times that we were asked about the 20 page limit, Jerry & I realized that it would probably be better to let the vendors make their best efforts proposal and eliminate the 20 page requirement. I put a question mark (?) on 5 or 6 questions. I will need to get that information from Fiscal on Monday. If there are comments or need to be corrections, just let me know.

Thanks

Carl Phillips
Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Parking RFP questions

NOTE: THE 20 PAGE LIMIT – NO LONGER APPLIES TO THIS RFP

The answers to the questions are in bold black.

4/23/2019 G Techna (Lauri Keller)

- How many Enforcement Officers does the city have issuing tickets? **Approximately 30.**
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- Does the City intend to upgrade to pay by plate? If so, is there a timeline about this advancement? **NA.**

4/24/2019 EDC Corporation (AIMS Parking) Kevin Fisher

Questions regarding City of St. Louis RFP

Parking Management Software

1. How many parking enforcement devices are needed? **40.**
2. Typically, the actual Android devices to be used for enforcement are provided directly by the Agency allowing them to select the device type of their choice and take advantage of any purchasing agreements available to them. Is this acceptable to the City? **Yes.**
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 - a. Perpetual License – A one-time license fee for a perpetual license to use the software. No renewals for the license to use the software are ever required. An annual Support fee is charged that provides unlimited application support and all program updates and new version releases. Should the City elect to utilize vendor hosting, and additional fee for the hosting services is charged.
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Does the City have a preference for one of these options over the other? **Vendor should price accordingly.**

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- What was the revenue generated from parking tickets last year? **NA.**
- What was the collection % on these parking tickets? **NA.**
- How many hand held units is the city currently using? **The City will require 40 units.**
- How many people have access to the back office software to manage tickets? **NA.**
- Can you please provide a copy of your current management and enforcement billing notices. **NA.**

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1. How many copies of the proposal does the STLTO require? **Refer to RFP.**
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1. There are Five Sections listed under Scope of Services in Appendix B: Citation Management, Program Management, Ticket Processing & Collections, Meter Enforcement & Operations, and Booting Program. Are we able to propose on any mixture of these services, or is there a specific breakdown of these five services the City would like to see proposed? **Vendor discretion.**
2. How many vehicles were booted in the past two years? **NA.**
3. What was the total revenue value from booted vehicles over the past two years? **NA.**
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You spoke of our being able to bid on whatever parts we want to bid on and the City could decide which partial bids to put together. Could a bidder bid both this a'la carte approach and also bid as a Prime? **Yes.**

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7. What fees have been paid to the incumbent vendor for the last three years? **NA.**
8. How many LPR units does the City require? **Refer to document.**
9. How does the City currently handle permitting? **Work in progress.** Are permits physical or virtual, and can they be purchased online? Does the City enforce Pay and Display or Pay by Plate? **Either/Or.**
10. Section 3D Customer Service states "Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices". Would this be handled by respondents to Parking Management Software or respondents to Meter Maintenance, Collections, and Parking Violations Bureau? **Will be handled by City's mobile provider.**
11. Is insurance required as mentioned in Section 10e? **If applicable.** If so, are there specific limits? **No.**
12. Does the City require three hard copies and one electronic copy of the Cost Proposal as well? **Refer to document.**
13. Should Appendix A, company financials, and reference materials be printed and included with the hard copies of the proposal or submitted only with the electronic copy? **Refer to document.**
14. Should Appendix A, company financials, and reference materials be included as an appendix to the proposal or submitted separately? If submitted separately, should three copies be included? **Refer to document.**
15. Should the Cost Benefit Analysis identified in Section 3A be submitted as part of the 20-page proposal or with the cost proposal in a separate sealed envelope? **There is no longer a 20 page limit.**

5/1/2019 St. Louis Parking Company (Joe Pelusi)

1. What is the current lease term and rate for the Violations Bureau Office? **?**
2. Who is responsible for the lease expense for the Violations Bureau Office? **?**

3. Is the information posted on the Treasurer's Office website accurate regarding scofflaw procedures and fines? **Not part of RFP.**
4. Are employees required to live in the City of St. Louis? **Vendor discretion.**
5. Are employees members of a union? **Vendor discretion.**
6. Can you provide the current contract for Parking Management – Software, Meter Maintenance, Collections, and Parking Violations Bureau? **NA.**
7. Would you consider changing from a "pay by space" model to a "pay by plate" model? **No.**
8. Can you provide an organizational chart of employees by position and full/part time status? **NA.**
9. Can you provide a summary of the current and future staff requirements? **Vendor discretion.**
10. Can you provide job descriptions for all positions? **No.**
11. Who is the merchant of record? ?
12. How long of an agreement is the Treasure's Office looking for with this RFP? **5 years (3 years with (two) 1 year options.**
13. Is there room for the call center to be located in the Violations Bureau office? **Yes.**
14. Please provide an inventory of all equipment and vehicle needs that will be assumed by the operator. **To be negotiated.**
15. Please provide the frequency in which parking and violation rates are reviewed. **This is decided by the Parking Commission.**
16. What is the ticket issuance breakdown by agency (STLTO and SLPD)? ?.
17. Will the new operator be required to retain existing staff members? **Not required.**

5/1/2019 gtechna (Pierre Lamoureux)

1. How many PEO's does the City have (i.e. how many units do you need)? **40 units.**
2. The city asks for staffing to handle citation appeals. Please clarify which contract (of the two) this service falls under. **Page 2 (opening statement).**
3. What kind of Boot does the city currently use for Booting? **Standard boot (open to new).** Can the city expand its process for identifying Boot and Tow eligible vehicles from a parking enforcement perspective? **Yes.**
4. Will the city consider acquiring its own wireless data plan for all handheld devices? **Yes.**
5. Can the city provide clarification on leveraging Vehicle based LPR for pay by plate enforcement or will the Vehicle LPR be solely used for booting and towing operations? **For boot and tow operations.**
6. Can the city please clarify if there is a need to replace the current permit program? ?.
7. Can the city please provide what its current permit business rules are? **No.**
8. Can the city please provide the total online payment transactions of all citations in past years 2017 2018? **No.**

9. Can the city please city total Out of State DMV look ups since 2017. **NA.**
10. Does the City prefer a handheld which is all in one device, or would you prefer to use a consumer Android phone paired with a blue-tooth printer for ticketing? **Either/Or.**
11. The City asks for financial model and an ROI from vendors and has provided information about revenue, \$6m. Can the City please provide additional information so we can do this analysis -- Metrix, indirect costs, data analysis, etc? **No.**
12. For pricing, specifically with respect to the parking management software contract and/or Appendix A, can you please clarify how parking management software shall be included based on a per meter price? **Not based on a per meter price.**
13. Does the City intend to upgrade to pay by plate? **No.** If so, is there a timeline about this advancement? **No.**
14. Will the police be issuing tickets with the newly procured parking management software or will they be entered manually into this new system? **Manually.** Will the police be using the same system as the parking authority? **Yes.**
15. Self serve is mentioned several times, does this mean it must be a single portal that has everything rather than a dedicated portal for each module? **Vendor discretion.**
16. In Appendix A, criteria I1, it is mentioned that the portal must provide account viewing features. Can you please give more details on what are the expected features? **Refer to document.** At section I6, contact information is required, which contact information do you require? **Refer to document.** Should the user be able to create an account using their email address and by choosing a password? **Vendor discretion.**
17. Q: D21 Ability to partially appeal a ticket is required. Please describe what a partial appeal is (complete process) **This is no longer required.**

5/1/2019 Conduent (Anderson Moore)

1. Please provide a detailed description of any required interfaces with the Police Department, including the number of police system users. **Will be negotiated.**
2. Please provide detailed requirements related to residential permit program requirements or any unique system logic we may have in place. **The residential permit program is a work in progress.**
3. Is the STLTO looking for line item pricing or a flat fee? **Vendor discretion.**
4. What is the anticipated term of the agreement? Will there be option years? **Previously answered.**
5. Are there any statues of limitations on collection of delinquent parking violations fines? **No.**
6. Under Section 3, H: "References": Does the "3" reference requirement of installations of "7000" parking spaces refer to parking spaces that are metered?

Can be a combination of single space & multi space parking spaces.

7. Under Section 2, b.d.x: Please define what “adequate” represents for spare meter equipment and replacement parts and who owns current inventory? **Vendor defines adequate – Next question = NA.**
8. What languages are required in the “multi-lingual features” noted in section 3.b and is this related to meter technology only? **English (other languages optional).**
9. How many years of history would the STLTO system encompass and would the proposed system need to store all the historical data? **Yes – as much as possible.**
10. Please define the associated scope and related services to Section 3.b, “Online personal account for customer to create, update and manage their account”? **Vendor to recommend.**
11. Does the city intend to allow the following actions in support of delinquent collections:
 - Collections noticing **Yes**
 - Outbound calling **No**
 - Assignment to outside collection agencies **No**
 - Skip tracing **No**
12. Will the STLTO allow the selected vendor to implement dynamic payment plans programs which assist in compliance based on the violators ability to pay, including? **Possibly.**
 - Self-enrollment via web
 - Email and/or text notifications
13. To clarify, the 20-page limit excludes Appendix A, but does it also exclude any additional information that may be required by or provide further clarification for Appendix A? **No limit.**
14. The RFP notes, “STLTO will select one company to provide parking management software and enforcement technology; *the parking management software and enforcement technology will now be owned by STLTO.*” (italics added for emphasis)

To clarify, the STLTO has no intention of owning a company’s back-office data center or equipment, correct? **Yes.** Is the intent of the STLTO to actually own the intellectual property inherent in a bidder’s software, or is this requirement (A) specific to code and functionality that is co-developed with the STLTO and specific to the STLTO’s operations and/or (B) specific to handheld hardware. If the former, would the STLTO consider a perpetual software license instead of ownership? **The**

City will own our data and the ability to use it ourselves.

15. The RFP notes that, “STLTO already owns 735 Flowbird multi-space pay stations and 1,726 IPS single-space meters. *The STLTO is open to re-deploying parking meters to maximize effectiveness of operations.*” (italics added for emphasis). Would the STLTO entertain optional scope to optimize the utilization and placement of metering devices and, if so, can that scope be documented in an appendix outside of the 20-page limit? **Yes. There is no longer a page limit.**
16. The proposal notes, “All submitted documentation becomes a part of the public record and may be selected for publication in documents and/or presentations associated with evaluation of vendor proposals.” Certain elements of the proposal, including SOC and SAS reports, are proprietary and confidential. The SOC2 report contains security information, and that information could be used by hackers for malicious intent. Will the STLTO accept a certified statement in lieu of the actual underlying documentation to protect the system? **Yes.** Further, how will the STLTO ensure that confidential and proprietary information remains confidential? **Proprietary reports will not be made public.**
17. A specific task itemized in the RFP is the provision of marketing. The RFP requires bidders to:
- Provide examples of marketing plans used in other cities and markets
 - Provide initial marketing plan to promote use of the system
 - Message, medium, location and frequency of use
 - Must supply all promotional and operational graphics, street signage, etc.
- Is this requirement for bidders bidding solely on the Appendix A scope (parking management software and enforcement technology)? **Yes.** Or, rather, is this a requirement of bidders seeking to provide parking meter maintenance, collections and the parking violations bureau? In either case, are these materials and case studies excluded from the 20-page limit? **There is no longer a page limit.**
18. The creation and provision of a scofflaw list (“host list”) and integration with booting software are clearly within the scope of a company bidding parking management software and enforcement technology. Is it the STLTO’s position that bidders for the parking management software and enforcement technology scope also “Provide boots for habitual parking enforcement violations. **The City will purchase the boots.** Procure and maintain an adequate spare boot inventory to minimize service disruptions,” “Provide vehicles and technology to support the Parking Supervisor’s vehicle,” and “Assume responsibility for the maintenance”? Or are those functions that will be provided under a separate parking violations bureau procurement? **No.** If such services are optional as a parking management software bidder, how will the STLTO evaluate pricing, weigh services, and evaluate the scope proposed by various vendors?

19. Similarly, the seems to suggest that bidders on parking management software and enforcement technology must “Provide meter services for the STLTO’s entire inventory of parking meters,” “Be responsible for the day-to-day management and operation of all such parking meters and will have control of the meter inventory,” “Provide rates for meter collection and maintenance. Rate shall be all inclusive and charged per metered space, based on the type of meter deployed,” “Re-deploy parking meters to maximize effectiveness of operations,” “Deliver a full array of meter management services, including but not limited to parking meter installation, maintenance, repair and removal,” “Collect all money from the meters and audit, safeguard, record, transport, deposit (with the STLTO’s provider), account for and report all meter revenues per the STLTO’s specifications (e.g., method, frequency, routes and account),” “During collections, audit all meters, empty every canister and immediately report all broken, missing, defaced meters and all other meter faults and outages to the central dispatch unit,” “Repair meters, and maintain an accurate inventory of existing meters, meter vaults, collection routes, key controls, lock and key sets and other meter peripherals and other assets,” “As needed, re- key meter vaults, revamp collection routes and upgrade lock and key sets,” and “Maintain adequate spare meter equipment and meter replacement parts on site to minimize service disruptions and ensure fast repair.” Is it the STLTO’s position that bidders for the parking management software and enforcement technology scope must bid these services? **No.** If such services are optional, how will the STLTO evaluate pricing, weigh services, and evaluate the scope proposed by various vendors?
20. Are pricing schedules outside the 20-page limit? **There is no longer a 20 page limit.** How should services be priced to ensure the STLTO can pick and choose from a menu of services? **Vendor discretion.** How will the STLTO compare bundled services to unbundled services? **On a case by case basis.**
21. Although bidders were told that they could bid on elements of the Scope of Services, the RFP states that responses “should include how the vendor will address all the items in the Scope of Service set forth in Section 2 in addition to the following areas.” Can the STLTO clarify this discrepancy? Will the STLTO accept proposals which offer components of the Scope which can be added or partnered with other bidders? **Vendor can joint venture or bid solo.**
22. Can the introductory letter be omitted for the page limit count restriction? **There is no longer a 20 page limit.**

23. As opposed to including potentially dozens of Corporate Financial documents, will the Treasurer's Office consider allowing the inclusion of a link as in the past? **Yes.** Can other pertinent documents be provided by link as well? **Yes.** Will they be omitted from the page limit requirement? **There is no longer a 20 page limit.**

5/1/2019 LAZ Parking (Robert Maroney)

1. It was mentioned during the pre-bid that the parking violation bureau currently has office spaced provided for them. Please confirm if we should assume a cost to maintain this office space in our pricing and what the City currently charges for rent. **Yes. To be negotiated.**
2. Is there any office or storage space provided to the meter collection and maintenance crew? **No.**
3. Please confirm how many total spaces are in the on-street meter system. **Answered in the RFP.**
4. Please provide a current list of meter rates for all areas included in the RFP – **NA.**
5. Please provide the current rates for citations and booting fees – **NA.**
6. For the booting program, please confirm who is responsible for purchasing the vehicles and LPR equipment, and who will own those assets at the conclusion of the contract term. **To be negotiated.**
 - a. If owned by the City at the conclusion of the contract term, please confirm that Contractor would be reimbursed for an unamortized amount should the agreement be terminated early for any reason.
7. Please confirm the type of vehicles and LPR system that is currently in place (make, model) – **NA.**
8. Please provide a list of all inventory and assets that Vendor would assume or have access to post-transition
 - a. Vehicles
 - b. Meter parts
 - c. Computers/networking equipment
 - d. Consumables
 - e. Etc. **To be negotiated.**
9. For the previous 3 years, please provide the revenue history for:
 - a. Meter revenue (split by coin/credit/mobile pay) – **NA.**
 - b. Citation revenue (by violation type, on time vs. late payments) – **NA.**
 - i. If available, please also provide any detail for aged balances – **NA.**
 - c. Booting revenue – **NA.**
10. Please provide the current contracts for each portion of the scope that is currently outsourced

5/1/2019 ABM Parking Services (Jeffrey Russell)

- 1) How many enforcement handhelds are currently in inventory and are being used for the operation? **Already answered.**
- 2) Are the current vehicles used for booting going to transfer to the successful bidder or should we provide new vehicles with new LPR systems? **Already answered.**

- 3) Who owns the current inventory of boots and how many are on hand? **The City owns the boots.**
- 4) Is this current boot inventory going to transfer to the successful bidder or should we plan on provide new ones? **Yes & No.**
- 5) Is there a current maintenance or extended warranty agreement in place with Flowbird or IPS? **Yes.**
- 6) Please provide current cost and fees that are being paid to Flowbird and IPS. **NA.**
- 7) Please provide a pricing format with how you would like to see pricing broken down for the operation. **Vendor to determine.**
- 8) Please provide two years of historic budgets and expense statements. **NA.**
- 9) How are the police issuing tickets? Are they handwritten and have to be manually inputted into the system? **Already answered.**
- 10) What is the quantity that the police are issuing verses what is written by parking enforcement officers. ?
- 11) Please provide an example of a previous Annual Performance Report as specified on page 13. **Vendor will provide.**
- 12) How many vehicles were booted in 2017? How many in 2018? ?
- 13) Is there an established meter workshop area that will be provided to successful bidder? **No.**
- 14) Is the office space that is used by parking collections going to be provided to the successful bidder? **No.** If not, is there a lease involved and what are those current costs?
- 15) Who provides new meter poles, mechanisms, housings & signage when damage occurs? **Vendor provides. City of St. Louis pays.**
- 16) What is the current inventory of meter poles, mechanisms, housings? **NA.**
- 17) Please provide the current collection routes and frequency. **Meters are collected daily.**
- 18) Please provide the number of tickets issued in 2018 and then the total number issued in 2017. **Refer to RFP document.**
- 19) Please provide the number of tickets paid in 2018 and then the total number paid in 2017. **NA.**
- 20) Please provide the number of tickets voided in 2018 and then the total number voided in 2017. **NA.**

Shirley Rukcic

From: Carl Phillips
Sent: Monday, May 6, 2019 11:44 AM
To: Tishaura Jones;Jared Boyd;Jerry Walker
Subject: Parking RFP
Attachments: Parking RFP questions & answers (final).docx

Above is the Parking RFP questions & answers. All questions have been answered. If there are any changes or comments, please let me know. The due date is today (May 6), and I would like to get it posted around 2:00 pm today.

Thanks

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8. How many LPR units does the City require? **Refer to document.**
9. How does the City currently handle permitting? **Work in progress.** Are permits physical or virtual, and can they be purchased online? Does the City enforce Pay and Display or Pay by Plate? **Either/Or.**
10. Section 3D Customer Service states "Must provide live operators available 24/7 to create accounts and resolve issues related to pay by mobile devices". Would this be handled by respondents to Parking Management Software or respondents to Meter Maintenance, Collections, and Parking Violations Bureau? **Will be handled by City's mobile provider.**
11. Is insurance required as mentioned in Section 10e? **If applicable.** If so, are there specific limits? **No.**
12. Does the City require three hard copies and one electronic copy of the Cost Proposal as well? **Refer to document.**
13. Should Appendix A, company financials, and reference materials be printed and included with the hard copies of the proposal or submitted only with the electronic copy? **Refer to document.**
14. Should Appendix A, company financials, and reference materials be included as an appendix to the proposal or submitted separately? If submitted separately, should three copies be included? **Refer to document.**
15. Should the Cost Benefit Analysis identified in Section 3A be submitted as part of the 20-page proposal or with the cost proposal in a separate sealed envelope? **There is no longer a 20 page limit.**

5/1/2019 St. Louis Parking Company (Joe Pelusi)

1. What is the current lease term and rate for the Violations Bureau Office? **Negotiable. This building is owned by the Treasurer's Office.**
2. Who is responsible for the lease expense for the Violations Bureau Office? **Negotiable. This building is owned by the Treasurer's Office.**
3. Is the information posted on the Treasurer's Office website accurate regarding scofflaw procedures and fines? **Not part of RFP.**

4. Are employees required to live in the City of St. Louis? **Vendor discretion.**
5. Are employees members of a union? **Vendor discretion.**
6. Can you provide the current contract for Parking Management – Software, Meter Maintenance, Collections, and Parking Violations Bureau? **NA.**
7. Would you consider changing from a “pay by space” model to a “pay by plate” model? **No.**
8. Can you provide an organizational chart of employees by position and full/part time status? **NA.**
9. Can you provide a summary of the current and future staff requirements? **Vendor discretion.**
10. Can you provide job descriptions for all positions? **No.**
11. Who is the merchant of record? **The City of St. Louis does business with various financial institutions.**
12. How long of an agreement is the Treasure’s Office looking for with this RFP? **5 years (3 years with (two) 1 year options.**
13. Is there room for the call center to be located in the Violations Bureau office? **Yes.**
14. Please provide an inventory of all equipment and vehicle needs that will be assumed by the operator. **To be negotiated.**
15. Please provide the frequency in which parking and violation rates are reviewed. **This is decided by the Parking Commission.**
16. What is the ticket issuance breakdown by agency (STLTO and SLPD)? **The ticket processing fees are the same STLTO and SLPD.**
17. Will the new operator be required to retain existing staff members? **Not required.**

5/1/2019 gtechna (Pierre Lamoureux)

1. How many PEO's does the City have (i.e. how many units do you need)? **40 units.**
2. The city asks for staffing to handle citation appeals. Please clarify which contract (of the two) this service falls under. **Page 2 (opening statement).**
3. What kind of Boot does the city currently use for Booting? **Standard boot (open to new).** Can the city expand its process for identifying Boot and Tow eligible vehicles from a parking enforcement perspective? **Yes.**
4. Will the city consider acquiring its own wireless data plan for all handheld devices? **Yes.**
5. Can the city provide clarification on leveraging Vehicle based LPR for pay by plate enforcement or will the Vehicle LPR be solely used for booting and towing operations? **For boot and tow operations.**
6. Can the city please clarify if there is a need to replace the current permit program? **The parking permit program is a work in progress.**
7. Can the city please provide what its current permit business rules are? **No.**

8. Can the city please provide the total online payment transactions of all citations in past years 2017 2018? **No.**
9. Can the city please city total Out of State DMV look ups since 2017. **NA.**
10. Does the City prefer a handheld which is all in one device, or would you prefer to use a consumer Android phone paired with a blue-tooth printer for ticketing? **Either/Or.**
11. The City asks for financial model and an ROI from vendors and has provided information about revenue, \$6m. Can the City please provide additional information so we can do this analysis -- Metrix, indirect costs, data analysis, etc? **No.**
12. For pricing, specifically with respect to the parking management software contract and/or Appendix A, can you please clarify how parking management software shall be included based on a per meter price? **Not based on a per meter price.**
13. Does the City intend to upgrade to pay by plate? **No.** If so, is there a timeline about this advancement? **No.**
14. Will the police be issuing tickets with the newly procured parking management software or will they be entered manually into this new system? **Manually.** Will the police be using the same system as the parking authority? **Yes.**
15. Self serve is mentioned several times, does this mean it must be a single portal that has everything rather than a dedicated portal for each module? **Vendor discretion.**
16. In Appendix A, criteria I1, it is mentioned that the portal must provide account viewing features. Can you please give more details on what are the expected features? **Refer to document.** At section I6, contact information is required, which contact information do you require? **Refer to document.** Should the user be able to create an account using their email address and by choosing a password? **Vendor discretion.**
17. Q: D21 Ability to partially appeal a ticket is required. Please describe what a partial appeal is (complete process) **This is no longer required.**

5/1/2019 Conduent (Anderson Moore)

1. Please provide a detailed description of any required interfaces with the Police Department, including the number of police system users. **Will be negotiated.**
2. Please provide detailed requirements related to residential permit program requirements or any unique system logic we may have in place. **The residential permit program is a work in progress.**
3. Is the STLTO looking for line item pricing or a flat fee? **Vendor discretion.**
4. What is the anticipated term of the agreement? Will there be option years? **Previously answered.**
5. Are there any statues of limitations on collection of delinquent parking violations fines? **No.**
6. Under Section 3, H: "References": Does the "3" reference requirement of

installations of "7000" parking spaces refer to parking spaces that are metered?
Can be a combination of single space & multi space parking spaces.

7. Under Section 2, b.d.x: Please define what "adequate" represents for spare meter equipment and replacement parts and who owns current inventory? **Vendor defines adequate – Next question = NA.**
8. What languages are required in the "multi-lingual features" noted in section 3.b and is this related to meter technology only? **English (other languages optional).**
9. How many years of history would the STLTO system encompass and would the proposed system need to store all the historical data? **Yes – as much as possible.**
10. Please define the associated scope and related services to Section 3.b, "Online personal account for customer to create, update and manage their account"? **Vendor to recommend.**
11. Does the city intend to allow the following actions in support of delinquent collections:
 - Collections noticing **Yes**
 - Outbound calling **No**
 - Assignment to outside collection agencies **No**
 - Skip tracing **No**
12. Will the STLTO allow the selected vendor to implement dynamic payment plans programs which assist in compliance based on the violators ability to pay, including? **Possibly.**
 - Self-enrollment via web
 - Email and/or text notifications
13. To clarify, the 20-page limit excludes Appendix A, but does it also exclude any additional information that may be required by or provide further clarification for Appendix A? **No limit.**
14. The RFP notes, "STLTO will select one company to provide parking management software and enforcement technology; *the parking management software and enforcement technology will now be owned by STLTO.*" (italics added for emphasis)

To clarify, the STLTO has no intention of owning a company's back-office data center or equipment, correct? **Yes.** Is the intent of the STLTO to actually own the intellectual property inherent in a bidder's software, or is this requirement (A) specific to code and functionality that is co-developed with the STLTO and specific to the STLTO's operations and/or (B) specific to handheld hardware. If the former,

would the STLTO consider a perpetual software license instead of ownership? **The City will own our data and the ability to use it ourselves.**

15. The RFP notes that, "STLTO already owns 735 Flowbird multi-space pay stations and 1,726 IPS single-space meters. *The STLTO is open to re-deploying parking meters to maximize effectiveness of operations.*" (italics added for emphasis). Would the STLTO entertain optional scope to optimize the utilization and placement of metering devices and, if so, can that scope be documented in an appendix outside of the 20-page limit? **Yes. There is no longer a page limit.**
16. The proposal notes, "All submitted documentation becomes a part of the public record and may be selected for publication in documents and/or presentations associated with evaluation of vendor proposals." Certain elements of the proposal, including SOC and SAS reports, are proprietary and confidential. The SOC2 report contains security information, and that information could be used by hackers for malicious intent. Will the STLTO accept a certified statement in lieu of the actual underlying documentation to protect the system? **Yes.** Further, how will the STLTO ensure that confidential and proprietary information remains confidential? **Proprietary reports will not be made public.**
17. A specific task itemized in the RFP is the provision of marketing. The RFP requires bidders to:
- Provide examples of marketing plans used in other cities and markets
 - Provide initial marketing plan to promote use of the system
 - Message, medium, location and frequency of use
 - Must supply all promotional and operational graphics, street signage, etc.
- Is this requirement for bidders bidding solely on the Appendix A scope (parking management software and enforcement technology)? **Yes.** Or, rather, is this a requirement of bidders seeking to provide parking meter maintenance, collections and the parking violations bureau? In either case, are these materials and case studies excluded from the 20-page limit? **There is no longer a page limit.**
18. The creation and provision of a scofflaw list ("host list") and integration with booting software are clearly within the scope of a company bidding parking management software and enforcement technology. Is it the STLTO's position that bidders for the parking management software and enforcement technology scope also "Provide boots for habitual parking enforcement violations. **The City will purchase the boots.** Procure and maintain an adequate spare boot inventory to minimize service disruptions," "Provide vehicles and technology to support the Parking Supervisor's vehicle," and "Assume responsibility for the maintenance"? Or are those functions that will be provided under a separate parking violations bureau procurement? **No.** If such services are optional as a parking management software bidder, how will the

STLTO evaluate pricing, weigh services, and evaluate the scope proposed by various vendors?

19. Similarly, the seems to suggest that bidders on parking management software and enforcement technology must “Provide meter services for the STLTO’s entire inventory of parking meters,” “Be responsible for the day-to-day management and operation of all such parking meters and will have control of the meter inventory,” “Provide rates for meter collection and maintenance. Rate shall be all inclusive and charged per metered space, based on the type of meter deployed,” “Re-deploy parking meters to maximize effectiveness of operations,” “Deliver a full array of meter management services, including but not limited to parking meter installation, maintenance, repair and removal,” “Collect all money from the meters and audit, safeguard, record, transport, deposit (with the STLTO’s provider), account for and report all meter revenues per the STLTO’s specifications (e.g., method, frequency, routes and account),” “During collections, audit all meters, empty every canister and immediately report all broken, missing, defaced meters and all other meter faults and outages to the central dispatch unit,” “Repair meters, and maintain an accurate inventory of existing meters, meter vaults, collection routes, key controls, lock and key sets and other meter peripherals and other assets,” “As needed, re- key meter vaults, revamp collection routes and upgrade lock and key sets,” and “Maintain adequate spare meter equipment and meter replacement parts on site to minimize service disruptions and ensure fast repair.” Is it the STLTO’s position that bidders for the parking management software and enforcement technology scope must bid these services? **No.** If such services are optional, how will the STLTO evaluate pricing, weigh services, and evaluate the scope proposed by various vendors? **On a case by case basis.**
20. Are pricing schedules outside the 20-page limit? **There is no longer a 20 page limit.** How should services be priced to ensure the STLTO can pick and choose from a menu of services? **Vendor discretion.** How will the STLTO compare bundled services to unbundled services? **On a case by case basis.**
21. Although bidders were told that they could bid on elements of the Scope of Services, the RFP states that responses “should include how the vendor will address all the items in the Scope of Service set forth in Section 2 in addition to the following areas.” Can the STLTO clarify this discrepancy? Will the STLTO accept proposals which offer components of the Scope which can be added or partnered with other bidders? **Vendor can joint venture or bid solo.**

22. Can the introductory letter be omitted for the page limit count restriction? **There is no longer a 20 page limit.**
23. As opposed to including potentially dozens of Corporate Financial documents, will the Treasurer's Office consider allowing the inclusion of a link as in the past? **Yes.** Can other pertinent documents be provided by link as well? **Yes.** Will they be omitted from the page limit requirement? **There is no longer a 20 page limit.**

5/1/2019 LAZ Parking (Robert Maroney)

1. It was mentioned during the pre-bid that the parking violation bureau currently has office space provided for them. Please confirm if we should assume a cost to maintain this office space in our pricing and what the City currently charges for rent. **Yes. To be negotiated.**
2. Is there any office or storage space provided to the meter collection and maintenance crew? **No.**
3. Please confirm how many total spaces are in the on-street meter system. **Answered in the RFP.**
4. Please provide a current list of meter rates for all areas included in the RFP – **NA.**
5. Please provide the current rates for citations and booting fees – **NA.**
6. For the booting program, please confirm who is responsible for purchasing the vehicles and LPR equipment, and who will own those assets at the conclusion of the contract term. **To be negotiated.**
 - a. If owned by the City at the conclusion of the contract term, please confirm that Contractor would be reimbursed for an unamortized amount should the agreement be terminated early for any reason.
7. Please confirm the type of vehicles and LPR system that is currently in place (make, model) – **NA.**
8. Please provide a list of all inventory and assets that Vendor would assume or have access to post-transition
 - a. Vehicles
 - b. Meter parts
 - c. Computers/networking equipment
 - d. Consumables
 - e. Etc. **To be negotiated.**
9. For the previous 3 years, please provide the revenue history for:
 - a. Meter revenue (split by coin/credit/mobile pay) – **NA.**
 - b. Citation revenue (by violation type, on time vs. late payments) – **NA.**
 - i. If available, please also provide any detail for aged balances – **NA.**
 - c. Booting revenue – **NA.**
10. Please provide the current contracts for each portion of the scope that is currently outsourced – **NA.**

5/1/2019 ABM Parking Services (Jeffrey Russell)

- 1) How many enforcement handhelds are currently in inventory and are being used for the operation? **Already answered.**
- 2) Are the current vehicles used for booting going to transfer to the successful bidder or should we provide new vehicles with new LPR systems? **Already answered.**
- 3) Who owns the current inventory of boots and how many are on hand? **The City owns the boots.**
- 4) Is this current boot inventory going to transfer to the successful bidder or should we plan on provide new ones? **Yes & No.**
- 5) Is there a current maintenance or extended warranty agreement in place with Flowbird or IPS? **Yes.**
- 6) Please provide current cost and fees that are being paid to Flowbird and IPS. **NA.**
- 7) Please provide a pricing format with how you would like to see pricing broken down for the operation. **Vendor to determine.**
- 8) Please provide two years of historic budgets and expense statements. **NA.**
- 9) How are the police issuing tickets? Are they handwritten and have to be manually inputted into the system? **Already answered.**
- 10) What is the quantity that the police are issuing verses what is written by parking enforcement officers. **Not applicable to this RFP?**
- 11) Please provide an example of a previous Annual Performance Report as specified on page 13. **Vendor will provide.**
- 12) How many vehicles were booted in 2017? How many in 2018? **2017 = 2,909. 2018 = 2,622.**
- 13) Is there an established meter workshop area that will be provided to successful bidder? **No.**
- 14) Is the office space that is used by parking collections going to be provided to the successful bidder? **No.** If not, is there a lease involved and what are those current costs?
- 15) Who provides new meter poles, mechanisms, housings & signage when damage occurs? **Vendor provides. City of St. Louis pays.**
- 16) What is the current inventory of meter poles, mechanisms, housings? **NA.**
- 17) Please provide the current collection routes and frequency. **Meters are collected daily.**
- 18) Please provide the number of tickets issued in 2018 and then the total number issued in 2017. **Refer to RFP document.**

19) Please provide the number of tickets paid in 2018 and then the total number paid in 2017. **NA.**

20) Please provide the number of tickets voided in 2018 and then the total number voided in 2017. **NA.**

Shirley Rukcic

From: Tishaura Jones
Sent: Monday, May 13, 2019 1:47 PM
To: Jared Boyd; Carl Phillips
Subject: FW: Parking division

FYI...

From: Waelterman, Todd <waeltermant@stlouis-mo.gov>
Sent: Monday, May 13, 2019 12:57 PM
To: Boyd, JeffreyL <jlboyd64@sbcglobal.net>; Jamie Wilson <wilsonj@stlouis-mo.gov>; Jones, Tishaura <jonestj@stlouis-mo.gov>
Cc: Flake, Kent <FlakeK@stlouis-mo.gov>; Cindy Riordan <riordanc@stlouis-mo.gov>
Subject: Parking division

MS Jones/ Mr Boyd/ Mr Wilson, as parking commissioners, I'd ask that u consider streets and our IT dept be involved in the below selection process, thanks for your consideration.

<https://www.stlouis-mo.gov/government/departments/treasurer/documents/parking-management-rfp.cfm>

--

Todd Waelterman
Director of Operations
314-622-3744
waeltermant@stlouis-mo.gov

Shirley Rukcic

From: Tishaura Jones
Sent: Monday, May 13, 2019 1:47 PM
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Subject: FW: Parking division

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Director of Operations
314-622-3744
waeltermant@stlouis-mo.gov

Shirley Rukcic

From: Jerry Walker
Sent: Monday, May 13, 2019 2:16 PM
To: Tishaura Jones
Subject: Re: Parking division

Interesting. Talk to Carl about this. This was a question that came from passport about commission choosing not treasurer.

Jerry

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Todd Waelterman
Director of Operations
314-622-3744
waeltermant@stlouis-mo.gov

Shirley Rukcic

From: Tishaura Jones
Sent: Monday, May 13, 2019 3:05 PM
To: Jerry Walker
Subject: RE: Parking division

Who said that the commission chooses? Where would they get that? It wasn't in the RFP.

Tj

From: Jerry Walker
Sent: Monday, May 13, 2019 2:16 PM
To: Tishaura Jones <Jonestj@stltreasurer.org>
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Director of Operations
314-622-3744
waeltermant@stlouis-mo.gov

Shirley Rukcic

From: Carl Phillips
Sent: Tuesday, May 7, 2019 3:04 PM
To: Robert Maroney;Michael Wilson;Shelia Hudson;Nathan Berry;Joe Pelusi;Jeffrey Russell;Paul Dillon;Reliquet, Benoit;Mike Nickolaus;sheryl@mpspark.com;Moore, Anderson;Alex Martignago
Subject: Parking RFP questions & answers

Good afternoon parking vendors,

Just in case the companies that attended the pre-proposal conference April 24, 2019 have not seen the questions & answers, they were posted on the Treasurer's Office website on May 6, 2019. The link is seen below. Please follow the schedule in the RFP. The Treasurer's Office will not answer any more questions, pursuant to the RFP guidelines.

The Q&A document has been added to the RFP page:

<https://www.stlouis-mo.gov/government/departments/treasurer/documents/parking-management-rfp.cfm>

Carl Phillips
Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Tuesday, May 7, 2019 3:06 PM
To: Kevin Fisher
Subject: FW: Parking RFP questions & answers

From: Carl Phillips
Sent: Tuesday, May 7, 2019 3:04 PM
To: Robert Maroney <RMaroney@lazparking.com>; Michael Wilson <michael.wilson@ipsgroup.com>; Shelia Hudson <shudson@hudson-associatesllc.com>; Nathan Berry <nathan.berry@passportinc.com>; Joe Pelusi <jpelusi@stlouisparking.com>; Jeffrey Russell <Jeffrey.Russell@abm.com>; Paul Dillon <pdillon@republicparking.com>; Reliquet, Benoit <benoit.reliquet@flowbird.group>; Mike Nickolaus <MNickolaus@civicsmart.com>; sheryl@mpspark.com; Moore, Anderson <Anderson.Moore@conduent.com>; Alex Martignago <a.martignago@wegrp.com>
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Carl Phillips
Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Kevin Fisher <kevin@aimsparking.com>
Sent: Tuesday, May 7, 2019 3:11 PM
To: Carl Phillips
Subject: Re: FW: Parking RFP questions & answers

Thank you Carl, I was just about to follow-up my email - I found the information on the procurement page.

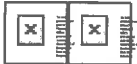
Thanks again!

Regards,

Kevin Fisher, *Account Representative*
EDC Corporation | 105 Wyoming Street, Suite 300 | Syracuse, NY | 13204
P 800.886.6316 x230 | M 315.727.3683 | kevin@aimsparking.com

Be sure to visit us at booth 661 during the upcoming IPMI conference!

Follow us on Twitter and LinkedIn:



On Tue, May 7, 2019 at 3:05 PM Carl Phillips <PhillipsCa@stltreasurer.org> wrote:

From: Carl Phillips
Sent: Tuesday, May 7, 2019 3:04 PM
To: Robert Maroney <RMaroney@lazparking.com>; Michael Wilson <michael.wilson@ipsgroup.com>; Shelia Hudson <shudson@hudson-associatesllc.com>; Nathan Berry <nathan.berry@passportinc.com>; Joe Pelusi <jpelusi@stlouisparking.com>; Jeffrey Russell <Jeffrey.Russell@abm.com>; Paul Dillon <pdillon@republicparking.com>; Reliquet, Benoit <benoit.reliquet@flowbird.group>; Mike Nickolaus <MNickolaus@civicsmart.com>; sheryl@mpspark.com; Moore, Anderson <Anderson.Moore@conduent.com>; Alex Martignago <a.martignago@wegrp.com>
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Carl Phillips

Parking Administrator

Office: (314) 589-6730

Fax: (314) 622-4246

Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Tuesday, May 7, 2019 4:25 PM
To: Jared Boyd; Jerry Walker
Subject: FW: Parking RFP questions & answers

FYI,

I also forwarded the link to the questions & answers for the RFP to those who attended the pre-proposal conference.

From: Carl Phillips
Sent: Tuesday, May 7, 2019 3:04 PM
To: Robert Maroney <RMaroney@lazparking.com>; Michael Wilson <michael.wilson@ipsgroup.com>; Shelia Hudson <shudson@hudson-associatesllc.com>; Nathan Berry <nathan.berry@passportinc.com>; Joe Pelusi <jpelusi@stlouisparking.com>; Jeffrey Russell <Jeffrey.Russell@abm.com>; Paul Dillon <pdillon@republicparking.com>; Reliquet, Benoit <benoit.reliquet@flowbird.group>; Mike Nickolaus <MNickolaus@civicsmart.com>; sheryl@mpspark.com; Moore, Anderson <Anderson.Moore@conduent.com>; Alex Martignago <a.martignago@wegrp.com>
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Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Wednesday, May 8, 2019 5:04 PM
To: Kevin Fisher
Subject: RE: Parking RFP questions & answers

FYI,

A few questions & answers were omitted from the posted list (on May 6, 2019). These questions & answers have been added to the Treasurer's website (see below), as an addendum.

Thanks

Carl Phillips

<https://www.stlouis-mo.gov/government/departments/treasurer/documents/parking-management-rfp.cfm>

From: Carl Phillips
Sent: Tuesday, May 7, 2019 3:04 PM
To: Robert Maroney <RMaroney@lazparking.com>; Michael Wilson <michael.wilson@ipsgroup.com>; Shelia Hudson <shudson@hudson-associatesllc.com>; Nathan Berry <nathan.berry@passportinc.com>; Joe Pelusi <jpelusi@stlouisparking.com>; Jeffrey Russell <Jeffrey.Russell@abm.com>; Paul Dillon <pdillon@republicparking.com>; Reliquet, Benoit <benoit.reliquet@flowbird.group>; Mike Nickolaus <MNickolaus@civicsmart.com>; sheryl@mpspark.com; Moore, Anderson <Anderson.Moore@conduent.com>; Alex Martignago <a.martignago@wegrp.com>
Subject: Parking RFP questions & answers

Good afternoon parking vendors,

Just in case the companies that attended the pre-proposal conference April 24, 2019 have not seen the questions & answers, they were posted on the Treasurer's Office website on May 6, 2019. The link is seen below. Please follow the schedule in the RFP. The Treasurer's Office will not answer any more questions, pursuant to the RFP guidelines.

The Q&A document has been added to the RFP page:

<https://www.stlouis-mo.gov/government/departments/treasurer/documents/parking-management-rfp.cfm>

Carl Phillips
Parking Administrator
Office: (314) 589-6730

Fax: (314) 622-4246

Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Wednesday, May 8, 2019 5:07 PM
To: Robert Maroney;Michael Wilson;Shelia Hudson;Nathan Berry;Joe Pelusi;Jeffrey Russell;Paul Dillon;Reliquet, Benoit;Mike Nickolaus;sheryl@mpspark.com;Moore, Anderson;Alex Martignago
Subject: RE: Parking RFP questions & answers

FYI,

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From: Carl Phillips
Sent: Friday, May 17, 2019 4:37 PM
To: Robert Maroney;Michael Wilson;Shelia Hudson;Nathan Berry;Joe Pelusi;Jeffrey Russell;Paul Dillon;Reliquet, Benoit;Mike Nickolaus;sheryl@mpspark.com;Moore, Anderson;Alex Martignago;Kevin Fisher
Subject: RE: Parking RFP questions & answers

FYI,

The vendors who answered the recent City of St. Louis Parking RFP are:

1. Aims Parking
2. Passport Labs
3. IPS Group
4. Duncan Solutions
5. Duncan Parking Technologies (Alternate Bid – Civic Smart)
6. Groupe Techna
7. PayLock
8. Lanier Parking
9. United Public Safety
10. Conduent
11. Hudson & Associates
12. William Everett Group

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Shirley Rukcic

From: Carl Phillips
Sent: Friday, May 17, 2019 4:38 PM
To: Tishaura Jones; Jared Boyd
Subject: FW: Parking RFP questions & answers

FYI

From: Carl Phillips
Sent: Friday, May 17, 2019 4:37 PM
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Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Monday, July 15, 2019 10:40 AM
To: Tishaura Jones;Jared Boyd;Jerry Walker
Subject: FW: Parking Management RFP, Status Inquiry

Importance: High

I will respond to this email:

No award has been made, and no recommendation has gone to the City of St. Louis Parking Commission.

Any comments?

From: Isen, Adam <Adam.Isen@conduent.com>
Sent: Monday, July 15, 2019 10:27 AM
To: Carl Phillips <PhillipsCa@stltreasurer.org>
Subject: Parking Management RFP, Status Inquiry
Importance: High

Hi, Carl.

I'm contacting you as our Company's primary contact, related to the Parking Management RFP to inquire about the status of said RFP released by the City of St Louis Treasures' Office in April 2019. To date, the Conduent team has not received any correspondence regarding an award or have been able to find any updates on the Treasurer's Website. According to the RFP's "key proposal and project milestones," the Treasurer's Office would make an estimated final selection of vendors by May 31, 2019, with an estimated date for contract negotiation and approval being last month.

Can you provide:

- A status as to the selection process, including the revised schedule for awards and negotiations/approvals?
- Is it anticipated that vendors will be brought in for presentations?
- How will vendors be notified if a downward selection is made?
- If an award has been made, the date of that award and information about the awardee and subcontractors?
- In the event an award has occurred, the evaluation criteria, selection scoring, and supporting commentary?
- Is there a date and time that this matter will be considered by the Parking Committee? Do you know when the next meeting is scheduled?
- In the event an award has occurred, copies of any proposals submitted by other parties.
- What is the appropriate process to request a debrief in the event a vendor is not selected?

I'd be happy to contact you by phone, at your convenience today if you'd prefer.

Thank you,

Adam Isen, CAPP
Director, Central Region

Parking & Mobility Solutions

CONDUENT

Desk: 317.423.9718

Mobile: 317.413.6830

Shirley Rukcic

From: Carl Phillips
Sent: Wednesday, September 25, 2019 2:56 PM
To: Tishaura Jones
Cc: Jared Boyd; Benjamin Singer
Subject: Parking RFP

Good afternoon,

Now that the Parking Commission has approved the AIMS & Hudson selection:

- A. Should we issue a communications release and update it to the Treasurer's Office website?, or
- B. Should I email the vendors who have been inquiring for the past few months regarding an answer regarding the selection?

Carl Phillips
Parking Administrator
Office: (314) 589-6730
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Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Thursday, September 26, 2019 12:16 PM
To: Tishaura Jones;Jared Boyd
Subject: Parking RFP

FYI,

How is this tentative email below look to go out to the companies that submitted a proposal on the recent RFP?

Good afternoon,

Regarding the recent City of St. Louis parking Request for Proposal for:

Parking Management Parking Management - Software, Meter Maintenance, Collections, and Parking Violations Bureau

On September 25, 2019, the City of St. Louis Parking Commission approved the selection AIMS & Hudson & Associates as the prime parking management contractors regarding Parking Management - Software, Meter Maintenance, Collections, and Parking Violations Bureau.

The Treasurer's Office wishes to thank you all for your patience in this lengthy process.

Carl Phillips
Parking Administrator
Office: (314) 589-6730
Fax: (314) 622-4246
Email: Phillipsca@stltreasurer.org

Shirley Rukcic

From: Carl Phillips
Sent: Thursday, September 26, 2019 1:28 PM
To: Jared Boyd;Tishaura Jones
Subject: RE: Parking RFP

Ok.

From: Jared Boyd
Sent: Thursday, September 26, 2019 1:28 PM
To: Carl Phillips <PhillipsCa@stltreasurer.org>; Tishaura Jones <Jonestj@stltreasurer.org>
Subject: RE: Parking RFP

Looks good.

Jared

From: Carl Phillips <PhillipsCa@stltreasurer.org>
Sent: Thursday, September 26, 2019 12:16 PM
To: Tishaura Jones <Jonestj@stltreasurer.org>; Jared Boyd <BoydJa@stltreasurer.org>
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