

City of St. Louis
Treasurer's Office



Request for Proposal

Ticket Paper & Envelopes

Proposals Due No Later Than
5:00pm CST on May 31, 2022

1) Opening Statement

The City of St. Louis Treasurer's Office ("STLTO") is seeking qualified bidders to submit proposals for thermal ticket paper and ticket envelopes used by the City of St. Louis Parking Division to issue parking tickets and citations for parking violations. The St. Louis Treasurer's Office and the Parking Division will review the RFPs as we seek to secure (a) vendor(s) for thermal ticket paper on rolls and ticket envelopes for the City's parking operations.

The STLTO manages and directs parking operations for the City of St. Louis. Currently the STLTO operates approximately 2,500 parking meters. The STLTO issues approximately 280,000 parking tickets annually to give a sense of the scale of our ticket writing operations. The Parking Division uses software used by the STLTO to manage our single-space and multi-space parking meters and ticket writing through handheld devices running the AIMS software to write the tickets. Going forward:

- STLTO will select one company to provide each or both of the following:
 1. Thermal ticket paper on rolls and
 2. Ticket envelopes to be used by the Parking Enforcement Officers in City of St. Louis.
- Ticket Paper Specifications
 - Thermal form paper on rolls
 - Forms separated by perforations for tearing tickets after printing
 - Compatible with Zebra handheld printer model ZQ620
 - Current rolls provide 196 forms per roll with the following dimensions:
 - Width – 3"
 - Length – 7 5/16"
 - Roll diameter - 2 9/16"
 - Green color will be changed to our ParkLouie blue (see **Appendix B** for color example)
 - Black lines will remain
- Ticket Envelope Specifications
 - Standard mailing envelope with an elongated, fold-over back, gummed envelope, $6\frac{1}{4} \times 3\frac{1}{2}$
 - Color requested will be white only
 - QR Code and background web address as shown in the envelope image should be printed on the envelope (example **Appendix A** images 3 and 4)
- Examples of the current thermal ticket paper and ticket envelopes being used and are included in **Appendix A** for your review. Separate images can be sent upon request.
- The handheld printers used by the Parking Division are Zebra Models ZQ620. Product specifications can be found here: https://www.zebra.com/us/en/support-downloads/printers/mobile/zq600.html#downloadlistitem_7a2

- As proposals are reviewed, in addition to focusing on price, ease of ordering process, and the ability to manage the scale of our municipal ticket-writing operation will also be of high priority.
- Note: Vendors can bid for either one or both lines of service; however, the contracts will be awarded separately.

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. 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 Section 4 of the RFP.

2) Specific Tasks and Proposal Requirements

The proposal shall be limited to 8 pages (4 pages if both sides of the page are utilized). Company financial information, and reference materials do not count toward the 8-page limit. The RFP should include how the vendor will address all the items in the following areas:

- A. Pricing (pricing and delivery dates should best reflect estimates at the due date of this RFP)
 - o Must provide all costs of ticket paper and ticket envelopes and describe any bulk discounts and the breakdown of when discount would be applied
 - o Describe all costs of options not included in the base price (please list all and if bulk discounts apply)
 - o With our issuing nearly 280,000 tickets annually, please provide a breakdown of costs and ability to provide 3, 6, and 12 months’ worth of product, for example roughly 70,000 tickets or 357 rolls (assuming 196 tickets per roll) for a 3-month order.
 - o Any costs associated with shipping, rush, or emergency orders.
- B. Ability to Handle Capacity
 - o Must provide details of the type and quality of the paper products used
 - o Must provide time frames for orders, order processing, and delivery for orders of various sizes. For example: an order of 357 rolls would need to be placed 5 business days in advance to be received within a two-week window.
- C. Customer Service

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- o Must provide details of the supports available to report product issues, shipping issues, or any other issues that may arise
 - D. Company Financial Information
 - o Most recent financial statement (audit, financial report, tax statement, etc.) to show the company's financial health
 - o Any pending lawsuits or litigation as related to MBE/WBE utilization
 - E. References
 - o Must furnish at least three (3) references from customers receiving or that have received the products similar to the type and scale requested in this RFP
 - o History of product usage by organizations operating at a similar scale with references and contact information

3) Proposal Due Date and Location (email only)

Proposals are due no later than 5:00 p.m. on May 31, 2022. Proposals should be emailed in Word or PDF format to:

Lenny Freeman - Parking Administrator
Email: freemanl@stltreasurer.org

4) Department Contact / Requests for Clarification

Prospective responders may direct questions in writing only to:

Will Hanes, M.A.
Email: hansesw@stltreasurer.org
Phone: 314-622-3307
Fax: 314-621-0598

All questions are due no later than May 13, 2022. Questions will be answered in writing (via email) by May 20, 2022 and will be sent to all companies submitting proposals and posted on our websites as addendum to this RFP at <https://www.stlouis-mo.gov/government/procurement/>. The department contact person is the only individual who can be contacted about the project by companies before proposals are submitted. The department contact cannot vary the terms of the RFP. Confirmation of receipt of questions will be emailed out within 24 hours. If you don't receive a confirmation of receipt email within 24 hours, please contact Will Hanes via phone. All questions received and responded to will also be posted on stltreasurer.org under the RFP's addendums.

5) Proposal Format and Submittals

An 8-page (4 if both side of the page are utilized) limit will be applied to all proposals. This page limit excludes 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.

Any information submitted will become accessible as part of the public record once one or more vendors are selected. 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 2 (Specific Tasks and Proposal Requirements)
- b) Experience and Capacity - Describe background and experience demonstrating ability to provide required services at the scale of STLTO operations.
- c) References - List references from contracts similar in size and scope.
- d) Cost - Indicate proposed costs for the quantities previously mentioned in **2A** including the cost per roll and/or cost per envelope.
- e) Insurance - If applicable, indicate proposed insurance coverage for the project.

6) Evaluation Criteria – Proposal Review

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

Topic	Number of Points
Pricing	40
Ability to Handle Capacity	20
Customer Service	15
References	15
MBE/WBE participation	10
Total	100

7) Addendums

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

8) Selection Process

Proposals will be evaluated based upon the criteria listed in Section 6. Proposals will also be evaluated for related experience of the respondents, product knowledge, bulk pricing options, and other special considerations. High preference will be given to proposals that prioritize the overall cost as well as references and past success of providing the product at the same or a similar scale.

Proposals will be reviewed by the STLTO. Formal interviews of the most responsive firms will be scheduled shortly after the deadline submission date and may be conducted by phone/video 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

FRONT

City of Saint Louis, Missouri

PAYMENTS SHOULD BE MADE TO THE CITY OF ST. LOUIS.
SEE REVERSE SIDE FOR MORE INFORMATION

Edge of
Ticket Does
Not Print



1
FRONT



5
FRONT



22
SM

BACK

INSTRUCTIONS
To pay this ticket



BY MAIL: Make your check or money order payable to the City of St. Louis. Write the Ticket Number and your Vehicle License Number on your Check or Money Order. Submit ticket with payment and write your name and address on the envelope and on the ticket where indicated below. **DO NOT SEND CASH THROUGH THE MAIL.**

Use the envelope provided or mail promptly to:
**City of Saint Louis
Parking Violation Bureau
PO Box 78459
St. Louis, MO 63178-8459**

IN PERSON: You or an authorized representative may make payments in person at the Parking Violation Bureau at 229 North 7th St., St. Louis, MO 63101.

BY PHONE: For more information or to pay by phone (Visa/MasterCard) please call 314-627-2232.

BY INTERNET: To pay by internet, visit our site at <https://parklouis.com/pay-online/>

PENALTIES: Failure to respond to this notice of violation will result in significant late penalties. Specifically, if unpaid 31 days after issuance, a penalty equal to the original fine amount will be imposed in addition to the original fine (the citizen has 30 days to pay the ticket. The first penalty will be valid on the 31st day). If unpaid 45 days after issuance, the late penalty imposed is 3 times the amount of the original fine in addition to the original fine. It is obviously in your best interest to respond in a timely manner.

TO CONTEST: You may contest this ticket within 30 days online at <https://parklouis.com/pay-online/>, by mail or in person at 229 North 7th Street, St. Louis. If you contest by mail, please include a copy of the ticket with your written protest and send to City of St. Louis Parking Violations Bureau, 229 North 7th Street, St. Louis, MO 63101.

For additional information, or to report a faulty parking meter, please call 314-627-2232.

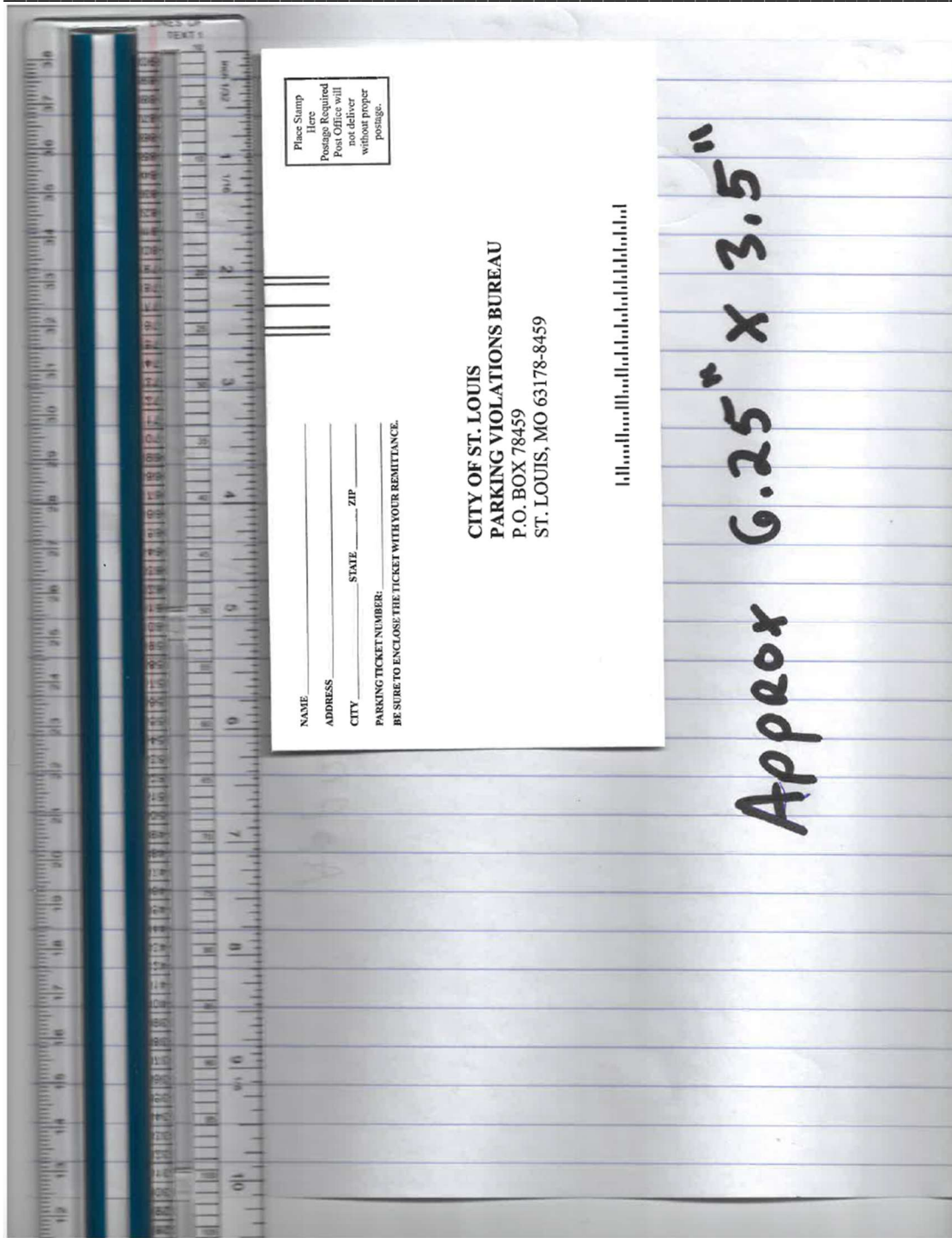
FAILURE TO PAY PARKING FINES MAY SUBJECT YOUR MOTOR VEHICLE TO SEIZURE.

Name: _____

Address: _____

City/State/Zip: _____

.1875"



Place Stamp Here
Postage Required
Post Office will
not accept mail
without proper
postage.

NAME _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PARKING TICKET NUMBER: _____
BE SURE TO ENCLOSE THE TICKET WITH YOUR REMITTANCE.

CITY OF ST. LOUIS
PARKING VIOLATIONS BUREAU
P.O. BOX 78459
ST. LOUIS, MO 63178-8459



Approx 6.25" x 3.5"

NAME _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PARKING TICKET NUMBER _____

Place Stamp
Here
Postage Required
Post Office will
not deliver
without proper
postage

BE SURE TO ENCLOSE THE TICKET WITH YOUR REMITTANCE

CITY OF ST. LOUIS
PARKING VIOLATIONS BUREAU
P.O. BOX 78459
ST. LOUIS, MO 63178-8459

VIOLATION

PAY ONLINE: www.parklouie.com

IF PAYING BY MAIL

- Enclose check or money order **DO NOT MAIL CASH**
- Print citation number on your check
- Do not enclose appeals or correspondence in payment envelope



Want text & email reminders before your meter expires?

Use your mobile device to pay your parking meter.

For more details, download the ParkLouie app today!

For more details, download the ParkLouie app today!
Use your mobile device to pay your parking meter.
Want text & email reminders before your meter expires?



- Enclose check or money order DO NOT MAIL CASH
- Print citation number on your check
- Do not enclose opioids or correspondence in payment envelope

IF PAYING BY MAIL

PAY ONLINE: www.parklouie.com

VIOLATION

NAME _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PARKING TICKET NUMBER _____

BE SURE TO ENCLOSE THE TICKET WITH YOUR REMITTANCE

Place Stamp
Here
Postage Required
Post Office will
not deliver
without proper
postage

CITY OF ST. LOUIS
PARKING VIOLATIONS BUREAU
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APPENDIX B

