

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

Request for Proposals



City of St. Louis Treasurer's Office

Released: January 10, 2024

Due by: February 23, 2024

Deliver to:

City of St. Louis Treasurer's Office

1200 Market Street, Room 220

St. Louis, MO 63103

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

Respondent's Checklist

Please ensure all documents listed on this checklist are included, in said order, and/or acknowledged with your submission. Failure to do so may subject the proposer to disqualification.

**TECHNICAL PROPOSAL ENVELOPE SHALL CONTAIN ONE (1) ORIGINAL,
THREE (3) COPIES & ONE ELECTRONIC COPY OF THE FOLLOWING:**

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

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Introduction

The City of St. Louis Treasurer’s Office (“STLTO”) is seeking qualified bidders to submit proposals for a comprehensive, parking management system, wireless/real-time enforcement capabilities, a web e-commerce front-end for parker self-service, a booting/towing partner, and collections arm for delinquent parking tickets. 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 1,891 IPS single-space meters and 700 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 310,000 parking tickets annually.

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

It is the City’s intent to award a 5-year contract with the option for renewal for the 2 subsequent years.

RFP Timeline:

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

RFP Release	January 10 th , 2024
Bidders Conference and Site Visit	January 24 th , 2024
Vendors to Submit Questions	January 31 st , 2024
City Responses to Questions	February 7 th , 2024
Proposals Due	5:00 PM on February 23 rd , 2024
Estimated Final Selection of Vendor/Vendors	March 22 nd , 2024
Estimated Contract Negotiation and Approval	May 2024

General Instructions and Conditions

A 30-page (15 if both sides of the page are utilized) limit will be applied to each section of proposals. This page limit excludes Appendix A/C. If vendors choose to respond to multiple sections of the RFP, they may either submit one consolidated proposal or multiple section-specific ones. 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.

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

- a) Cover Sheet: Appendix A
- b) Service Narrative: Description of services and plan for supporting the needs of the City of St. Louis Treasurer's Office.
 - Narratives should address their ability to provide services for Municipal Government(s).
 - Exemplary responses will include suggestions for improvements or address the value-added services (See "evaluation criteria")
- c) Experience, Capacity, and Qualifications: Describe background and experience demonstrating ability to provide required services.
 - Key Staff & Personnel or Organization Chart
 - Examples of Related Services or Case Studies
- d) Scope of Services: As outlined in Section 3 (Specific Tasks and Proposal Requirements)
- e) Marketing: one to three samples are sufficient for reviewing branding. Project plans can be submitted as an attached document.
 - Provide examples of marketing plans used in other cities and markets
 - Must supply notification or delinquency graphics and language.
- f) Projected Integration Timeline: provide an anticipated timeframe for management transition
 - List installation schedule; development, testing, roll-out, marketing, and training schedules
- g) References: List references from contracts similar in size and scope.
- h) Cost Proposal: Indicate proposed per meter base unit and describe all costs of options not included in the base price in a separately sealed envelope.
 - Please attach Appendix C and any other financial projection sheets.
 - If your proposal includes subcontracting, please list the sub-contracted amount and the services included within the subcontract.
- i) Company Financial Information: documents do not contribute to page count and should be attached at the end of the proposal.
 - 3 years of consolidated income financial statements (balance sheet, statement of changes in financial position, income statement, cashflow 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
- j) Required Documentation: not required to submit a proposal. Required to contract with the City of St. Louis.
- Insurance - If applicable, indicate proposed insurance coverage for the project. Must add the City of St. Louis, Treasurer’s Office as additional insured on current policy.
 - W-9 Form
 - Tax clearance: E-9 Form
 - Business License – City of St. Louis (Application Form)

Proposal Due Date and Location

RFP submittals are due no later than **5:00 p.m. on February 23rd, 2024** at the following location:

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

Late proposals will not be accepted, and the envelope must be marked referencing the sections of the RFP to which you are responding. For example, “**Proposal for Citation Management,**” “**Proposal for Meter Maintenance & Coin Collection,**” “**Proposal for Booting and Towing,**” “**Proposal for Delinquent Ticket Collections,**” etc. Proposers must supply three (3) hard copies of the proposal and one (1) electronic copy as a PDF sent via email to Lenny Freeman, freemanl@stltreasurer.org and carbon copy James Sykes, sykesj@stltreasurer.org.

Any Contractor awarded this contract acknowledges that the City is a “public governmental body” under and subject to the State of Missouri’s Sunshine Law (the “Act”), Revised Statute of Missouri § 610.010 et seq. The City will not give prior notice of receipt of a request under the Act for any record that has been provided to it by Contractor, nor of any record disclosed pursuant to the Act. Nothing in any awarded contract shall supersede, modify, or diminish in any respect whatsoever any of the City’s rights, obligations, and exceptions under the Act, nor will the City be held liable for any disclosure of records, including information that City determines in its sole discretion is a public record subject to disclosure under the Act.

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.

Department Contact / Requests for Clarification

Prospective responders may direct questions **via email** to:

Leonard M. Freeman
Parking Administrator
freemanl@stltreasurer.org

Carbon Copied:
James Sykes
Special Projects Coordinator
Sykesj@stltreasurer.org

All questions are due no later than January 31st, 2023. Questions will be answered via email and public posting by February 7th, 2024. Please see our website for updates: [STL Treasurer](#). 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.

Quiet Period

The Quiet Period is the period of time beginning when the RFP is issued and ends when the contract is executed. Proposers shall not contact any staff in the STLTO during the Quiet Period except as described above.

Incumbent vendors may communicate with STLTO staff during the Quiet Period but may not discuss the RFP. The purpose the 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.

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 site visit 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 is prohibited.

Dates: January 10, 2024 - Contract Finalization (estimated May 2024)

[Optional] Site Visit

Proposers are encouraged to visit the STLTO's On-Street Metering System and Parking Violations Bureau 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.

January 24th, 2023, starting at 10:00 AM CST, a shuttle will be provided to take potential vendors on a tour of our current on-street metered parking and garages. There will be a tour of all relevant facilities. This is an informational tour and questions will not be answered. Please formally submit questions before the deadline of January 31st, 2023.

Shuttle will pick up and drop off vendors from all recommended hotel locations. Vendors who opt to stay at a non-recommended vendor will not have a shuttle provided and will need to report to 133 S. 11th Street by 10:00AM CST.

Optional visit to the City Tow Lot will be made available to interested parties. Please inform during RSVP.

To RSVP, please email Lenny Freeman and James Sykes.

Recommended Hotel(s):

- Option 1: Union Station (1820 Market Street)
<https://www.stlouisunionstation.com/>
- Option 2: Live @ Loews (799 Clark Ave)
[Downtown St. Louis Hotel | Live! By Loews - St. Louis, MO \(loewshotels.com\)](https://www.loewshotels.com/st-louis)
- Option 3: Ballpark Hillton (1 S Broadway)
[Hilton at the Ballpark Downtown St. Louis Hotel](https://www.hilton.com/en/hotels/stlouisballpark-hilton-downtown-st-louis-hotel/)

Background Information

Description of On-Street Parking Equipment

The STLTO manages and directs parking operations for the City of St. Louis. Currently the STLTO operates approximately 1,891 IPS single-space meters and 700 Flowbird (Parkeon) multi-space pay stations, issuing approximately 310,000 tickets annually.

Recent Ticket Issuance Data

Month	# Issued	#Delinquent
July	24,980	11,763
August	29,238	13,463
September	24,475	11,148
October	27,454	12,681
November	23,699	10,697
December	21,615	9,801
January	23,035	10,936
February	26,261	12,309
March	29,229	13,809
April	27,607	13,777
May	26,960	13,673
June	25,061	12,494

Required Services

A detailed list of scope of services is attached in [Appendix B](#). The following information is a summary.

The vendor(s) will be responsible for the following:

1. Citation Management
 - a. Payment Processing
 - b. DMV Holds
 - c. Ticket Appeals & Adjudication
 - d. Payment Plan Management (PTAP)
2. On-Street Meter Maintenance & Coin Collection
3. Booting & Towing Program
4. Delinquent Ticket Collections & Payment Plans

Vendor(s) will **NOT** be responsible for:

1. Providing Parking Management Software: The STLTO currently contracts with AIMs for parking management software. Separate payment processing software for delinquent collections is acceptable.
2. Parking Enforcement: The STLTO oversees all parking enforcement, including a staff of 27, with 13 vehicles to support.
3. Property Management: All surface lot leases, garage structures, and other parking facilities are managed by the STLTO. Any tickets incurred will be processed by the vendor.
4. Providing Host Site: The STLTO currently owns the Parking Violations Bureau. The vendor will be required to lease with our office to operate within that location. This will be included in the site visit. Note: for meter maintenance, the vendor will provide their own location.

City Rights, Obligations, and Commitments

The City retains the right to make changes to parking zone restrictions and to make changes to the parking system, subject to the change provisions of the Agreement, including:

1. Establishing, modifying, adding or deleting enforcement areas, routes or hours of enforcement.
2. Establishing policies and set all rates for parking.
3. Modifying, altering, adding, deleting or replacing any of the following: a) City supplied or approved forms and/or equipment, b) Procedures, instructions, and codes during the Agreement term and c) Enforcement areas, beats, level of enforcement, placement of enforcement effort and type of enforcement.
4. Requesting separation of vendor's employee from the Agreement when continued employment is detrimental to the best interest of the City. The City shall provide any such request in writing.
5. Any such changes will be in accordance with the change provisions of the Agreement

Selection Process & Evaluation Criteria

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).

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
Customer Service	15
References*	15
Technology and innovation	10
MBE/WBE participation	10
Value-added services	10
Total	115

*Total scoring will be out of 100 points. Finalists will be evaluated including references, with a total score of 115.

RFP Section	Examples of Value-Added Service
Citation Management	24-hour customer service support, parking utilization analysis, customer service friendly adjudicative process, real-time citation dashboard (integrated with AIMS)
Meter Maintenance and Coin Collection	Guaranteed quick response, Robust staffing structure, innovative technology, maintenance dashboard
Delinquent Ticket Collections	Emphasis on restorative repayment, ideas for quick payment, expansive payment options, customer-centered services, automated reminders for repayment, real-time repayment dashboard
Booting and Towing	Innovative booting technology, citizen boot removal and return process, real-time boot/tow dashboard

Additional Selection Considerations

In addition to the Proposal Requirements noted above, and as per City of St. Louis rules and procedures, the Selection Committee, in deciding to select an agency to provide professional services, shall consider, at a minimum, the following, as related to the selection:

- Specialized experience, qualification and technical competence of the agency, its principals, project manager, and key staff.
- Ability of the agency to provide innovative solutions
- Approach to the project and any unusual problems anticipated
- The capacity and capability of the agency to perform the work with the time limitations.

- Past record and performance of the agency with respect to compliance, cost control, and quality of work.
- Fees or fee structure for work performed.
- The availability of financial and operating resources of agency to complete the work as required.
- Proximity of the agency to the City.
- M/WBE and/or DBE participation
- Ability of the agency to meet statutory or ordinance requirements.
- Other items that arise as the result of the proposal or interview.

Price Proposal Form

A detailed price proposal sheet for citation management, meter maintenance and collection, booting and towing, and delinquent tickets collections is attached as **Appendix C**. The Vendor will provide the STLTO a unit-based processing fee per ticket issued. There will be no ticket minimum and no ticket minimum penalty. Credit card fees for all parking ticket and meter payments, at Vendor's cost. The Vendor will bear all other operating costs incurred. The STLTO prefers a single-fixed ticket processing fee rate.

Ticket Processing:

- a) Fee Rate
- b) Postage & Notification Fee
- c) Projected Monthly & Annual Fee

Maintenance Fees:

- a) Fee Rate Per Meter Type
- b) Projected Monthly & Annual Fee

Delinquent Collections:

- a) Financial Projections
- b) Collection Fee
- c) Projected Monthly and Annual Cost

Booting and Towing

- a) Boot Rate
- b) Tow Rate
- c) Projected Monthly and Annual Cost

References

Please furnish at least five (5) references from private and public parking ventures, with a preference for Municipal operations. Three (3) of which with minimal management of at least 3,000 parking spaces.

Demonstrate a history of equipment installed in other municipalities with references and contact information.

Respondents should have a minimum of three (3) years' experience with parking management experience and one (1) year of meter maintenance experience.

Sample Reference Information:

Contact _____

Company Name _____

Address _____

Phone _____

Brief Description of project _____

Required Forms

Insurance - If applicable, indicate proposed insurance coverage for the project.

Tax clearance: E-9 Form

W-9 Form

Business License – City of St. Louis (Application Form)

Note: Tax clearance and City of St. Louis Business License are required to do business with the City of St. Louis. You will not need these to submit a proposal for this RFP. They will be required for contracting.

RFP TERMS & CONDITIONS

1. The City reserves the right to reject any proposal submitted; to select one or more respondents; to void this RFP and the review process and/or terminate negotiations at any time; to select separate respondents for various components of the scope of services; to select final team members from among the proposals received in response to this RFP. Additionally, any and all RFP project elements, requirements and schedules are subject to change and modification. City also reserves the unqualified right to modify, suspend, or terminate at its sole discretion any and all aspects of this RFP process, to obtain further information from any and all respondents, and to waive any defects as to form or content of the RFP or any responses by any agency. Respondents may be asked to make one or more presentations and participate in interviews.
2. This RFP does not commit the City to award a contract, to defray any costs incurred in the preparation of a response to this request, or to procure or contract for services. All submitted RFPs become the property of the City as public records. All proposals may be subject to public review, on request, unless exempted as discussed elsewhere in this RFP.
3. By accepting this RFP and/or submitting a proposal in response thereto, each proponent agrees for itself, its successors and assigns, to hold the City and all of their various agents, commissioners, directors, consultants, attorneys, officers and employees harmless from and against any and all claims and demands of whatever nature or type, which any such proponent, its representatives, agents, contractors, successors or assigns may have against any of them as a result of issuing this RFP, revising this RFP, conducting the selection process and subsequent negotiations, making a final recommendation, selecting a proponent or negotiating or executing an agreement incorporating the commitments of the selected proponent.
4. Vendor must meet all PCI compliance standards.
5. Proposals shall be open and valid for a period of 60 days from the date of their submission to the City.
6. All materials submitted in accordance with this RFP will become and remain the property of the City and will not be returned. All proposals will be considered public records, pursuant to the City's understanding and interpretation of the laws of the State of Missouri. All proposal material may be treated as open records. The City cannot guarantee confidentiality of any materials. Thus, proposals and communications exchanged in response to this RFP should be assumed to be subject to public disclosure.
7. The proposed activities within an applicant's proposal must meet the funding priority and eligible components as stated within the RFP.
8. Applicant must be current on filings of all federal, state, or local taxes.
9. Prior to contract execution, vendor must be in good standing with the State of Missouri and City of St. Louis (Please note applicants must have a current business license or be deemed exempt by the License Collector's Office). See: <https://www.stlouis-mo.gov/government/departments/license/business-license-info/> and <https://www.stlouis-mo.gov/government/departments/license/business-license-info/Graduated-Business-License-Process.cfm>
10. Applicant's proposed activities must not take place in a building not approved for occupancy by the City of St. Louis. See: <https://www.stlouis-mo.gov/government/departments/public-safety/building/permits/occupancy-permits/commercial-occupancy-permits.cfm>

EARNINGS TAX REQUIREMENTS

Every contract for services executed on behalf of the City shall require certification from the Collector of Revenue dated not more than thirty (30) working days prior to the execution of the contract stating that the contractor has paid all City earnings taxes due as of the date of the certification and has filed all returns of earnings tax and payroll expense tax required to be filed as of the date of the certification and from the License Collector that the contractor has a current business license, if applicable. Any contract for services executed without such certifications shall be void and of no force or effect.

The City will not accept any contract awarded following this RFP that includes a limitation of liability clause. Limitations of liability clauses include, but shall not be limited to:

- Monetary caps on the amount a vendor or contractor will pay to the City under any circumstances.
- Limits on categories of risks or liabilities for which a vendor or contractor will compensate the City.
- Limits on or disclaimers of certain damages.
- Limits on when the City can bring a breach of contract or breach of warranty claim.
- Limits on when the City can bring a tort claim.

MISSOURI UNAUTHORIZED ALIENS LAW

Respondents are hereby advised that any Agreement that will be executed with a successful respondent pursuant to this RFP is subject to sections 285.525 through 285.555 of the Revised Statutes of Missouri, as amended (the “Missouri Unauthorized Aliens Act”). As a condition to the award of any such agreement, the successful respondent shall, pursuant to the applicable provisions of the Missouri Unauthorized Aliens Law, by affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the agreement. The successful respondent shall also affirm in said affidavit that it does not knowingly employ any person who is an unauthorized alien in connection with the Agreement pursuant to the Missouri Unauthorized Aliens Law. Information regarding the Missouri Unauthorized Aliens Law is available on the Missouri Attorney General’s web site at <https://ago.mo.gov/criminal-division/public-safety/unauthorized-alien-workers>. Information regarding E-Verify can be found on U.S. Citizenship and Immigration Services’ web site at <https://everify.uscis.gov/enroll>.

LIVING WAGE AND SERVICE CONTRACT PREVAILING WAGE

The City of St. Louis presently has in force a Living Wage Ordinance (#65597) applicable to contracts of \$50,000 or more in any twelve-month period, with limited exceptions. The City posts through the Airport Authority an Annual Living Wage Adjustment Bulletin specifying the current Living Wage. Any proposal or bid must reference the current Living Wage and, if applicable, demonstrate how the contractor shall comply with Ordinance 65597. <https://www.stlouis-mo.gov/internal-apps/legislative/upload/Ordinances/BOAPdf/65597x00.pdf>

The City of St. Louis presently has in force a Service Contract Prevailing Wage Ordinance (#62124) containing Minimum Prevailing Wages and Minimum Prevailing Benefits. Service Contract Minimum Prevailing Wages and Minimum Prevailing Benefits for specific occupations for the St. Louis area are determined and published by the U.S. Secretary of Labor. Any proposal or bid must demonstrate how the contractor shall comply with Ordinance 62124 to the extent it is applicable.

Per Ordinance 65597, contracts subject to the Service Contract Minimum Prevailing Wage and the Living Wage must pay a minimum wage that is the greater of the two.

MISSOURI STATUTE - ISRAEL ENGAGEMENT ACTIVITY

Requirements: Respondents are hereby advised that any Agreement that will be executed with a successful respondent pursuant to this RFP is subject to Certification under Revised Statutes of Missouri Section 34.600. If a contract or grant exceeds \$100,000 in value, and Subrecipient has 10 or more employees, then as a condition for the award of a contract or grant, Subrecipient, shall, pursuant to the provisions of Section 34.600 of the Revised Statutes of Missouri 2000, as amended, by sworn affidavit affirm and certify that Subrecipient is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the state of Israel; or persons or entities doing business in the state of Israel.
<https://revisor.mo.gov/main/OneSection.aspx?section=34.600>

INSURANCE COVERAGE

Any Contractor awarded this contract shall procure and maintain General Liability Coverage, Automobile/Motor Liability Coverage (including non-owned and hired vehicle coverage), and Worker's Compensation Insurance, and no coverage amounts listed shall be construed to limit the liability of the Contractor. The Contractor awarded this contract shall provide a Certificate of Insurance to the City of St. Louis prior to the execution of this contract, with "The City of St. Louis" listed as an Additional Insured to the policy.

The Contractor's Insurance provider shall be authorized to transact business in the State of Missouri and registered with the Missouri Department of Insurance – Financial Institutions & Professional Registration. Such Insurance company must have a financial strength of "A-" or better and a financial class size IV or greater as indicated in A.M. Best's Key Rating Guide. (<http://www.ambest.com/home/default.aspx>). Such liability insurance coverage must also extend to damage, destruction and injury to City owned or leased property and City personnel, and caused by or resulting from work, acts, operations, or omissions of Consultant, its officers, agents, employees, Consultants, subcontractors, licensees, invitees, representatives, and independent Consultants and, contractual liability insurance sufficient to cover Consultant's indemnity obligations hereunder. The City will have no liability for any premiums charged for such coverage, and the inclusion of the City as an Additional Insured is not intended to, and does not make the City a partner or joint-venture with Consultant in its operations hereunder. Each such insurance policy must, by endorsement, provide primary coverage to the City when any policy issued to the City provides duplicate or similar coverage and, in such circumstances, the City's policy will be excess over Consultant's policy.

TERMINATION RIGHTS

Any contract awarded may be terminated by the City for convenience and without cause upon thirty (30) calendar days written notice delivered to Contractor, in which event Contractor shall be paid for all work performed up until the date of termination.

Any contract awarded may be terminated by either party for cause upon ten (10) calendar days written notice delivered to the other should the other party fail substantially to perform in accordance with the Agreement's material terms. The non-performing party may use this ten (10) day notice period as an opportunity to cure any failure to substantially perform. If the Contractor abandons this contract, it shall indemnify the City against any loss caused by said abandonment.

Appendix A: RFP Response Cover Sheet

Vendor Name:	
Vendor Address:	
Primary Contact Name:	
Primary Contact Phone:	
Primary Contact Email:	
EIN:	

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

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

Appendix B: Scope of Services

A. Citation Management

- i. Designate an Operation's 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.
- ii. STLTO is the administrator of AIMS parking software. The vendor's will gain access to AIMS throughout the term of their contract to perform daily functions.
- iii. Vendor will track repairs, maintenance and tickets. Vendors will have access to ParkMobile, Flowbird, and IPS software to oversee these functions.
- iv. Vendors will be responsible for supporting the city in broader, parking management goals, especially those provided by external auditors and consultants.
- v. Special consideration will be provided to partners that describe a strategy for meeting the report's recommendations.
- vi. Vendor will monitor ticket processing, run accounting reports, and perform other analytics.
- vii. Submit an annual or ad-hoc performance reports to STLTO as requested.

I. Payment Management

- i. Process all parking tickets from issuance through disposition using parking management software.
- ii. The vendor will be responsible for managing tickets generated by the STLTO and the St. Louis Police Department. AIMS allows customers to pay tickets immediately.
- iii. Vendors will need to have customer service representatives and point of sale equipment to support walk ups and call ins. Vendor will be able to search ticket information with their license plate number or ticket number to ensure accurate ticket processing.
- iv. STLTO will offer, in conjunction with AIMS, front-end incentives for customers to promote early and timely ticket payment. Vendor should be able to support customers in making timely payments, by providing accessible customer service. Vendor will be responsible for managing all incentives by inputting data into AIMS.
- v. The vendor will be responsible for resolving customer complaints (walk-in and by phone) and forwarding to the appropriate party within the STLTO if necessary.
- vi. The vendor will also be expected to staff a parking violations bureau, where customers are able to pay for parking violations in person. The Parking Violations Bureau is located at 229 N 7th Street, St. Louis, MO 63101.
- vii. 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.
- viii. Regular reporting, including quarterly, ad-hoc, and a full annual report should be described in proposals. Sample data points and metrics are sufficient for this section.
- ix. 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.
- x. Scan and index correspondence, documents and handwritten tickets for convenient online retrieval.

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

issuing parking violations.

II. DMV Holds

- i. Issue compliance letter to citizens who have paid their parking ticket debt.
- ii. Registration is currently on hold by the State.

III. Ticket Appeals & Adjudication

- i. Managing appeals of parking violations. The STLTO independently contracts with attorneys to review contested parking tickets.
- ii. The vendor would be responsible to schedule parking ticket appeals and manage any supporting evidence submitted by customers in support of their appeals.
- iii. Vendors should also provide the ability to conduct adjudications online or via phone. Vendor will pay for their own internet and cell service.

B. On-Street Meter Maintenance & Coin Collection

- i. Provide meter services for the STLTO’s entire inventory of parking meters, including gradually transitioning away from single space meters to contactless, application-based pay.
- 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 an itemized recommendation for rates for meter collection and maintenance. Rate shall be all inclusive (maintenance, installation, removal, coin collection, etc.) and charged per metered space, based on the type of meter deployed.
- iv. Provide general maintenance for single-space posts and space indicators throughout the city of St. Louis. An estimated 8,000 spaces currently exist.
 - v. Fees should be reevaluated bi-annually to account for pay by plate program. Suggestions are welcome within the proposal.
 - vi. Re-deploy parking meters to maximize effectiveness of operations.
- vii. Deliver a full array of meter management services, including but not limited to pay station, parking meter or post installation, maintenance, repair and removal.
- viii. As needed, re-key meter vaults, revamp collection routes and upgrade lock and key sets.
- ix. Vendor should have adequate spare meter equipment and meter replacement parts on site to minimize service disruptions and ensure fast repair. This includes major repairs, replacement, and battery exchanges. Repairs should be included in maintenance fee.
- x. Regular reporting, including quarterly, ad-hoc, and a full annual report should be described in proposals. Sample data points and metrics are sufficient for this section.
- xi. Meter Maintenance is required to have their own physical space, located outside of the purview of the STLTO.
- xii. 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).
- xiii. 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.

C. Booting and Towing Program

- i. Vendor will be responsible for managing the booting and tow program. This will require

- that they forward the boot/tow list, or scofflaw list, to a contracted or subcontracted booting and tow company.
- ii. Vendor will oversee the data and reporting related to the booting and towing program.
 - iii. Provide boots for habitual parking enforcement violations. Procure and maintain an adequate spare boot inventory to minimize service disruptions.
 - iv. Vendor will work with the Parking Manager to review the boot/tow, or scofflaw list (“hot list”), monthly.
 - v. Provide vehicles and technology to support the Parking Supervisor’s vehicle immobilization program. Provide a minimum of three (3) vehicles and three (3) License Plate Reader (LPR) systems for booting and other parking enforcement personnel.
 - vi. Additional vehicles should be added based on demand and operational needs.
 - vii. 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.
 - viii. Provide all hardware and communication components necessary to implement program.
 - ix. Assume responsibility for LPR hardware and communications equipment including cellular devices.
 - x. The vendor will have the capacity to support the needs of the STLTO. An estimated 300 vehicles booted and towed per month.
 - xi. Regular reporting, including quarterly, ad-hoc, and a full annual report, should be described in proposals. Sample data points and metrics are sufficient for this section

D. Delinquent Ticket Collections

- i. STLTO will consider the implementation of a possible contingency fee 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 30 days after its issue date. Subsequent failures to pay result in a multiplication of the original citation.
 - a. Original fee: \$20
 - b. Delinquent Fee (after 30 days from original citation): \$40
 - c. Fully Matured Delinquent Fee (after 45 days from original citation): \$80
- ii. Vendor’s payment software that integrates with AIMS and is capable of automated technical integration. This vendor will be responsible for working with our Parking Manager to receive a:
 - a. Daily File containing information on citations
 - b. Daily File, updating tickets that are no longer delinquent
- iii. Vendor will be responsible for providing a Daily File on the number of payment plans, including payments processed and remaining delinquent accounts to the Parking Manager.
- iv. Vendor will prioritize low delinquency as a performance target and should provide a plan for promoting the timely payment of parking tickets.
- v. Please include the types of payment options that will be provided (Ex: Apple Pay, Google Pay, ACH, etc.)
- vi. Proposals should include payment plan structures for customers.
- vii. All software and contact features should be described in detail. Text message and call center services as well as integration with DMV license holds should be provided in a proposed incentive structure.
- viii. Proposed budgets should include annual saas fees, postage and mail services, and other costs related to technical integration.

- ix. Transaction fees and success fees should be included in financial projections.
- x. Regular reporting, including quarterly, ad-hoc, and a full annual report should be described in proposals. Sample data points and metrics are sufficient for this section.
- xi. Special consideration: for customers that are experiencing chronic and unmanageable parking ticket debt, supporting integration with financial coaching through The Office of Financial Empowerment is recommended in proposals.

Appendix C: Cost Proposal

Please see the city website under RFPs for a fillable spreadsheet.