

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

Request for Proposals Questions & Answers
General RFP Questions

Question. Will each section of the RFP be scored together or separately?

Answer: Each of the four sections will be scored separately. Vendors may apply to all or some portions of the RFP.

Question: What are the hours of operation required for the Parking Violation Bureau office at 229 North 7th Street to be open to walk in customers? Also, please provide a list of approved City holidays when this office will be closed.

Answer: Inquiries can be made in person at 229 North 7th Street (between Olive and Pine Streets) St. Louis, MO 63101 during the hours of 7:30 am to 6:00 pm Monday through Friday.

Holidays: New Years, MLK Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving, Christmas

Question: Does the City have a specific goal for MWBE participation in this RFP? If yes, please describe how MWBE participation will be scored relevant to the evaluation points identified in the RFP.

Answer: The City's policy sets out a goal of at least 21% certified African American owned business, 2% Hispanic American owned business, 0.5% Asian American owned business, 0.5% Native American owned business participation and at least 11% certified Women-owned business enterprise participation for contracts and purchases where City funds are expended.

See response below for certification information.

Question: Can the City provide additional details on any M/WBE subcontracting goals or requirements for this contract? What certifications does the City accept?

Answer: 10 points will be awarded to bidders who are registered as a M/WBE through the state or city.

[Missouri Registration](#)
[City of St. Louis Registration](#)

Question: Would the City extend the due date for proposals by at least 1 week to allow vendors the opportunity to incorporate answers to questions into their proposal and complete the M/WBE outreach/compliance process?

Answer: No, however proof of application is sufficient evidence to submit the proposal. Approved certification will be reviewed once acquired.

Question: Please verify that the page limit for ALL proposals is set at 30 pages (15 pages double-sided).

Answer: This is accurate. Regardless of the breadth of the proposal, the City requires that proposals are under 30-page mark.

Question: What content is excluded from the 30-page limit of submissions?
Forms, financial statements, etc.?

Answer: Appendix items and financial documents are not included in the 30-pages.

Question: Please confirm that the Prime vendor on each proposal must meet the minimum requirement of five references, with three of these references being a municipal parking program having at least 3,000 total parking spaces.

Answer: Vendors who apply for Citation Management, On-Street Meter Maintenance & Coin Collection, and Boating & Towing are required to submit references with municipal parking programs with at least 3,000 total parking spaces. Vendors applying solely for Delinquent Ticket Collections can provide references for other municipal services, including utility, court, tax debt, etc.

For bidders who cannot secure three references from municipal parking programs, they can submit private parking operations with at least 3,000 parking spaces as a substitute.

Five references are encouraged; however, we will accept and review applications that do not have all five.

Question: Is the City interested in proposals that offer the financing of new parking meter technology?

Answer: Yes, however, proposals including additional technology should provide cost proposals with and without these additional costs and describe how their proposal will be different with and without that additional service or meter technology.

Any additional financing of parking meter technology should be presented as an option, not a requirement of their proposal.

Question: Can you provide the last three months of current contractor's invoices to the City for services performed related to the services requested in this RFP?

Answer: No.

Question: In reference to City instructions for submitting questions, we could not find any language to be compliant with following instructions. "Any questions about this RFP must be submitted in strict compliance with Sections 7 and 8 of the RFP." Can the City please describe what is meant by these instructions since we could not find Sections 7 and 8 in the RFP?

Answer: Disregard. This is an error.

Question: Please expand upon what "marketing" services the City is interested in the contractor providing as a part of its services.

Answer: The STLTO has reconsidered this requirement and no longer seeks marketing samples. However, should there be necessity for direct communication to customers, materials must be approved by STLTO.

Question: Please confirm that proposers do not need to submit the Required Documentation with the proposal as stipulated in the General Instructions on pg. 6 of the RFP (Insurance Coverage, W-9, Tax Clearance: E-9 Form and Business License).

Answer: Correct.

Question: Please provide minimum staffing requirements for collections, adjudication, and maintenance teams.

Answer:
Collections: No minimum required

Adjudication: No minimum required. The STLTO pays for judges. Vendor is required to manage this process.

Maintenance team: A minimum of 10 staff is recommended. Proposers can provide a recommended staff minimum to meet the workload demand.

Question: Please confirm who is responsible for administering/costs associated with the second level of the appeals process.

Answer: Outside of scope of RFP.

Question: Please confirm each firm submitting as a Prime entity is limited to a 30 page submission despite the number of scope categories they are bidding on.

Answer: Correct.

Question: Please confirm that any partnering Subcontracting entity will also have a 30 page limit as part of the overall submission package.

Answer: Correct.

Question: Can any portion of this bid be subcontracted.

Answer: Yes

Question: Please provide a list of all pre-bid conference attendees and any materials presented during the meeting.

Answer: See attached slide deck. This is the same information held within the RFP.

The following potential bidders were present:

LAZ Parking

Hudson and Associates

IPS

Flowbird

PCI Municipal Services

St. Louis Parking Company

Question: To ensure an economical and efficient proposal submission, would the

STLTO allow for electronic submissions? If yes, would the STLTO prefer an email submission or would the STLTO have another preferred method (i.e., USB drives only or a Portal)?

Answer: TECHNICAL PROPOSAL ENVELOPE SHALL CONTAIN ONE (1) ORIGINAL, THREE (3) COPIES & ONE ELECTRONIC COPY of the required submittal documents.

Question: Due to the frequency of shipping delays, please confirm a proposal that is post marked prior to the end of the proposal deadline would be considered “on time” and considered for evaluation regardless of unforeseen shipping delays outside a Vendor’s control.

Answer: Yes

Question: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer: 5:00 PM on February 23th, 2024

Question: Why has this bid been released at this time? When was the previous version of this procurement released?

Answer: The contract timeline is up for our current vendor. The previous RFP was issued in 2019.

Question: Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Answer: See Appendix C. Alternatives can be provided in addition to Appendix C, not in substitute to Appendix C.

Question: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer: Not applicable.

Question: Has the current contract gone full term?

Answer: Yes.

Question: Have all options to extend the current contract been exercised?

Answer: No.

Question: Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer: Outside scope of RFP.

Question: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer: Outside scope of RFP.

Question: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: Outside scope of RFP.

Question: To how many vendors are you seeking to award a contract?

Answer: We are not seeking for a specific number of vendors to award a contract.

Question: To what extent are these accounts owed by private consumers versus commercial businesses?

Answer: Almost exclusively private consumers.

Question: Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?

Answer: Yes. This is primary placement. No, we will not be referring to a secondary placement.

Bidders can propose subcontracting within their proposals. A full budget with all fees should be provided.

Question: If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?

Answer: The vendor will be provided all accounts and information required to carry out their scope of work.

Question: What is your case management/accounting software system of record?

Answer: STLTO uses AIMS for both areas.

Question: Who is your electronic payment/credit card processing vendor?

Answer: Chase is used to process payments.

Question: What process should a vendor follow, or which individual(s) should a vendor contact, to discuss budget-neutral services outside of the scope of this procurement, but related to it, designed to recover more debt prior to outside placement and lower collection costs?

Answer: Outside the scope of the RFP.

Question: We consider our financial statements and other documents to be confidential, proprietary, trade secrets of the firm. Would the City permit us to upload our response to section i) Company Financial Information to a third party website for the City's authorized reviewers to access and review this information?

Answer: Yes. If the STLTO were to download or print these documents, they become subject to Sunshine Laws.

Question: As a private company, we're not at liberty to share financial information without an NDA, including our SOC1 and SOC2 (which are not for public consumption). Are we able to sign an NDA with St. Louis to ensure our confidential financial information, SOC1, and SOC2 remain confidential?

Answer: Submit what you are comfortable with submitting. If additional financial information is required, you will be contacted. Omitting these materials will not exclude you from consideration.

Citation Management Questions

Question. Could you describe AIMS role as it pertains to the scope of services covered within this RFP?

Answer: AIMS is the software used by customer service representatives to perform the following functions. It manages a) payment collections, b) Payment and Towing Assistance Program (PTAP), c) appeals and adjudication process.

Question: Please confirm that the City's current contractor AIMS provides the following services, and that the cost of these services are outside the scope of this RFP: a. all citation handhelds and citation printers, b. ticket stock, c. citation management software, d. point of sale systems in the Parking Violation Bureau office, e. on-line payment services, f. appeals management software.

Answer:

a. all citation handhelds and citation printers.

The STLTO owns all handhelds and enforcement equipment. Outside the scope of the RFP.

b. ticket stock,

The STLTO purchases this. Outside the scope of the RFP.

c. citation management software,

AIMS is the citation management software at the STLTO's expense. Outside the scope of the RFP.

d. point of sale systems in the Parking Violation Bureau office,

The STLTO pays for the point-of-sale equipment. Outside the scope of the RFP.

e. on-line payment services

AIMS is the citation management software that allows online payment at the STLTO's expense. Outside the scope of the RFP.

f. appeals management software.

AIMS is the citation management software that allows appeals management at the STLTO's expense. Outside the scope of the RFP.

Question. Will the vendor need to provide any new hardware including handhelds?

Answer: Our vendor will be responsible for computers, printers, furniture, and office supplies required to conduct business at the Parking Violations Bureau. Vendor for booting will be required to provide LPR equipment and vehicles to run a booting and tow program.

Question. Will the vendor have to pay for the cost of V look-ups or does the Treasurer’s Office have this capability already?

Answer: Performing vehicle look-ups will not cost the vendor. We currently pay for this service in Missouri. Suggestions for expanding this to include other states should include that adjusted cost within the vendors’ proposal.

Question. Can you provide a list of ordinances that are being enforced?

Answer: Yes, here is the list. City code, [Chapter 17](#).

<u>Cod e</u>	<u>Description</u>	<u>Fine</u>	<u>City Code</u>
01	Expired Meter	\$20.00	17.62.200
02	Double Parking	\$45.00	17.24.010
03	Street Cleaning	\$20.00	17.28.010
04	Bus Zone	\$30.00	17.24.070
05	No Parking 7-9AM	\$30.00	17.24.070
06	No Parking 4-6PM	\$30.00	17.24.070
07	No Parking	\$30.00	17.24.070
08	No Stopping/No Standing	\$45.00	17.24.070
09	HP/DV only	\$100.00	17.77.030
10	In Park (Prohibited Hours)	\$30.00	17.70.010
11	Taxi Zone	\$30.00	17.24.010
12	Contrary to Sign (Other than Listed)	\$30.00	17.24.010
13	No Valid License Plate	\$30.00	17.24.070
14	NOT USED		
15	Continuous over 5 Days	\$30.00	17.24.070
16	Contrary to Yellow Markings	\$30.00	17.24.070
17	Sidewalk	\$45.00	17.24.070
18	Crosswalk	\$45.00	17.24.070
19	Parked in Alley	\$45.00	17.24.070
20	Blocking/Within 5' Alley Entrance	\$45.00	17.24.070
21	Blocking/Within 5' Driveway	\$45.00	17.24.070
22	Within 10' US Mailbox	\$30.00	17.24.070
23	Within 15' Hydrant	\$45.00	17.24.070
24	Truck/Bus on Residential Street	\$100.00	17.30.020
25	On Highway or Shoulder	\$30.00	17.30.070
26	Within Intersection	\$30.00	17.30.070
27	Wrong side of street	\$30.00	17.24.070
28	Tractor/Trailer/Constr Equip on	\$100.00	17.30.020

	Street/Alley		
29	On Street for repairs	\$45.00	17.24.030
30	Over Time Limit	\$30.00	17.62.250B
31	Not Lawfully at Curb	\$30.00	17.24.010
32	Snow Violations	\$45.00	17.38.020
33	NOT USED		
34	NOT USED		
35	On Unimproved Land	\$30.00	17.24.070
36	No Valid Inspection	\$30.00	17.24.070
37	Non Exempt Pickup Truck	\$30.00	17.30.025
38	NOT USED		
39	NOT USED		
40	Not within meter space	\$30.00	17.62.200
41	No Parking Fire Lane	\$45.00	17.24.070
42	Loading Zone No Activity	\$30.00	17.24.070
43	Within 20' Fire Station	\$45.00	17.24.070
44	Within 30' Traffic Control Device Imp Vision	\$30.00	17.24.070
45	By or Opp Excavation/Construction	\$45.00	17.24.070
46	Bridge/Tunnel	\$30.00	17.24.070
47	Within 50' Railroad Tracks	\$30.00	17.24.070
48	Median	\$45.00	17.24.070
49	Between Roadways Divided Highway	\$45.00	17.24.070
50	Angle Parking Only	\$30.00	17.24.020
51	Angle Parking Prohibited	\$30.00	17.24.020
52	Right of Way	\$30.00	17.24.070
53	24' Recreational Over 30 Min 7-2AM	\$100.00	17.80.010
54	24' Recreational Over 30 Min 2-7AM	\$100.00	17.80.010
55	Vehicle Displayed for Sale	\$30.00	17.24.040
56	Trailer on Residential Street	\$30.00	17.24.040
57	Unattended Motor Vehicle	\$30.00	17.24.080
58	Commercial Vehicle on Res Street	\$100.00	17.16.210
59	Derelict Vehicle	\$20.00	25.32.040

Question. Under the “Price Proposal Form,” section, would the Treasurer’s Office reconsider the requirement that all credit card processing fees would be consumed by the vendor?

Specific sentence: “Credit card fees for all parking ticket and meter payments, at Vendor’s cost.”

Answer: Yes, the STLTO has reconsidered and will continue to absorb those fees. For the sake of the proposal, disregard this requirement for citation management ticket processing. For delinquent ticket collections, we prefer that customers assume the costs associated with payment processing.

Question. How much delinquent ticket debt does the Treasurer's Office currently have? How far back are you collecting on debt?

Answer: Please model all figures of delinquency on the cost sheet we provided in the "Background Information" section of the RFP. We plan to collect between now and January 2020. We are open to suggestions from a vendor using best practices. The total delinquency debt will be discussed during contract negotiations with the vendor.

Question 9. Under booting and towing, it shows that you expect 3LPR-equipped vehicles for an expected volume of 300 eligible vehicles/month. Would you consider lower number to save on costs?

Answer: The Treasurer's Office is preferential to an evidence-based approach to staffing to meet our current volume of boot/tow eligible vehicles. 3 LPR-equipped vehicles are not a requirement for the proposal.

Question 10. Do the current tow/boot locations only include on-street vehicles?

Answer: Yes.

Question: Please provide a minimum staffing level for the Parking Violation Bureau office cashier windows?

Answer: Proposal should include a minimum staffing of one at the cashier's window at any given time, subject to demand.

Question: Should we include the cost of professional security officer to be present at the Parking Violation Bureau office in our pricing proposal?

Answer: Yes, if you choose to have a security guard. This is not a requirement.

Question: Please confirm that the acquisition of in-state and out of state

“registered owner” information is a service provided by AIMS and is outside of the scope of services requested in this RFP.

Answer: Currently, Regis provides this connection to AIMS. The STLTO covers this expense for in-state registered owner information. This is outside the scope of this RFP. Proposals that suggest acquiring out-of-state registered owner vehicles information should include this suggestion and the associated costs in their proposal.

Question: Please provide the quantity of citations issued for each of the last 3 years, broken out by electronic tickets and those issued manually (i.e. handwritten).

Answer:

2021: Electronic: 290,383 Manually: 13,358

2022: Electronic: 281,556 Manually: 11,282

2023: Electronic: 294,514 Manually: 12,254

Question: Please provide annual parking citation revenue for each of the last 3 years.

Answer:

FY 2023: \$4,536,798

FY 2022: \$4,162,853

FY 2021: \$3,371,754

Question: Please provide the percent of payments that are paid through the following payment sources: a. Online, b. Mail, c. Phone, d. In person “Over-the-Counter”.

Answer: We do not have pay by phone.

2021: Internet: 84.61%, Mail (mailed payments processed at bank lockbox batch): 7.46%, Mail(mailed payments processed at PVB lockbox online): 1.27%, In-person (over-the-counter): 6.71%

2022: Internet: 86%, Mail (mailed payments processed at bank lockbox batch): 7.02%, Mail (mailed payments processed at PVB lockbox online): 1.21%, In-person (over-the-counter): 5.80%

2023: Internet: 87.90%, Mail (mailed payments processed at bank lockbox batch): 6.14%, Mail (mailed payments processed at PVB lockbox online): 0.50%, In-person (over-the-counter): 5.52%

Question: Of tickets issued in 2021, 2022 and 2023, please provide the total number of tickets that have been paid, grouped by year of issuance.

Answer:

2023: 173,490 Paid No Balance

2022: 181,821 Paid No Balance

2021: 168,162 Paid No Balance

Question: Approximately, what percent of citations are dismissed or voided?

Answer: In 2023, roughly 5% were voided or dismissed.

Question: What is the average fully escalated fine?

Answer:

Ticket \$20 Fully Escalated \$80, \$60 fees

Ticket \$30 Fully Escalated \$120, \$90 fees

Ticket \$45 Fully Escalated \$180, \$135 fees

Ticket \$100 Fully Escalated \$400, \$300 fees

Question: Is the contractor responsible for the cost of mailing notices? Postage? If yes, please provide the total number of notices that were mailed in the previous year.

Answer: Yes, the contractor will be responsible for mailing and postage.

Jul-22	12,939
Aug-22	15,812
Sep-22	13,795
Oct-22	10,054
Nov-22	14,385
Dec-22	10,688
Jan-23	11,526
Feb-23	8,407
Mar-23	10,565
Apr-23	10,321
May-23	12,097
Jun-23	10,156
TOTAL	140,745

Question: Is there any requirement to send notices via certified mail? If yes, please provide the total number of certified letters that were mailed in the previous year.

Answer: For adjudication and delinquent ticket collections, yes.

Question: Is the current provider/operator engaging the Missouri Department of Revenue for obtaining registered owner information for citations issued in-state? Either yes or no, what the success rate (# of request made, # of hits returned) for years 2020-2023?

Answer: Yes, STLTO engages through Regis for owner information. Notices are also processed through the NCOA registry. STLTO is unable to provide success rates.

Question: What is the windshield payment rate (percent) for both 1) Missouri citations and 2) out of state for years 2020-2023?

Answer: STLTO is unable to provide an answer at this time.

Question: The RFP mentions DMV holds. What is the effectiveness of this program with regard to payments? Example: 4,500 registration holds placed in year 2023, 3400 releases, etc.

Answer: Unknown.

Question: Please confirm the annual amount of Meter revenue collections.

Answer:

- a. FY 2021: \$3,263,254
- b. FY 2022: \$4,732,514
- c. FY 2023: \$5,174,532

Question: Please confirm if the awarded vendor will need to be Merchant of Record for all citation payments.

Answer: No. The STLTO is the Merchant of Record. Vendor processes payment.

Question: Please provide the software version of the Aims system being used today.

Answer: AIMS V9.0.38.6

Question: Please confirm that the AIMS system sends out letters automatically.

Answer: No, AIMS does not automatically send letters.

Question: Please confirm the collections and adjudication teams are not responsible for mailing any collection/scoff letters or otherwise any notices in the mail.

Answer: Our current vendor does send mail notifications for adjudication. We do not currently have a collection vendor. It is expected that the delinquent ticket collections bidder will send mail notifications.

Question: Please provide the payment plan currently available today.

Answer: Link here: [PTAP](#)

Question: Please describe the onsite hardware that is being requested, including onsite PCs, cashiering setups, networking, printing equipment, credit card processing terminals, and servers and related infrastructure.

Answer: Our vendor will be responsible for computers, printers, furniture, and office supplies required to conduct business at the Parking Violations Bureau. Vendor for booting will be required to provide LPR equipment and vehicles to run a booting and tow program.

Question: Please confirm whether handheld issuance devices and issuance software are being requested by the City. If yes, please provide the number of handhelds currently employed, including the current model.

Answer: No, they are not.

Question: How do your current processes and/or vendor relationship(s) systematically determine if the death of a responsible party has occurred?

Answer: Upon receipt of a death certificate, STLTO voids all parking debt.

Question: How do your current processes and/or vendor relationship(s) handle the death of a responsible party?

Answer: Debt is cancelled.

Question: Do you currently search and file probated estate claims? Have you considered an automated tool to identify and file probated estate claims?

Answer: No, we do not file probated estate claims. STLTO is not interested in automated processes for doing so.

Question: Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?

Answer: Yes. Email is also included in the scope of the work.

Question: Does St. Louis local ordinance allow add on fees to the outstanding balance owed on parking tickets? We assume that you do not/will not allow your collection providers to add convenience and/or payment processing fees in addition to their contingency fees? If such fees are allowed, can you clarify that you will require bidders to fully disclose the amounts to be charged so the same can take the same into consideration when evaluating pricing?

Answer: Payment processing fees will be discussed during the contracting period. City ordinance does not prevent additional fees.

Question: What is the average number of tickets per violator?

Answer: Unknown. We issue per license plate.

Question: Have all cases been fully adjudicated by the time of placement?

Answer: No.

Question: What are your in-house collection methods (e.g. number of mailings, calls, etc.) used on the referred accounts prior to referral to your collection provider?

Answer: STLTO mails three notices at 15, 30, and 45 days.

Question: Can we get a distribution analysis of citation issuance by state and by

year for the years 2020 through 2023 including Missouri?

Answer:

2021: MO 69.8% IL 15.6% No other state is above 1% or 2056 Tickets

2022: MO 72% IL 15.1% No other state is above 1% or 2853 Tickets

2023: MO 71.1% IL 15.4% No other state is above 1% or 2782 Tickets

Question: Could we please obtain the number of tickets issued in 2023 for each \$ amount? Example: 10,000 tickets issued that were \$80 each, 15,000 tickets issued that were \$160 each, and 8,000 tickets issued that were \$320 each were issued in 2023. If 2023 data is not available, could we please obtain the 2022 data?

Answer:

2023: 205,616 total tickets written

\$20: 79.2% (162,893)

\$25: .0002% (5)

\$30: 18.6% (38,304)

\$45: 1.6% (3397)

\$100: .4% (980)

Question: Approximately, what percent of citations are issued to out-of-state vehicles?

Answer: 14.53%

Question: Of the citations issued to Missouri registrants, what is the collection rate for the 1) % of citations and 2) % of collective citation amount for the years 2020-2023?

Answer: We do not have that information.

Question: Of the citations issued to non-Missouri registrants, what is the collection rate for the 1) % of citations and 2) % of collective citation amount for the years 2020-2023?

Answer: We do not have that information.

Question: Of tickets issued in 2021, 2022 and 2023, please provide the total number of tickets contested, grouped by year of issuance. If possible, please include information regarding how many tickets were upheld and dismissed

Answer:

2022-2023

Incomplete data

2021-2022

Total Contested	Upheld	Dismissed
12824	10356	2389

2020-2021

Total Contested	Upheld	Dismissed
14181	11244	2756

On-Street Meter Maintenance & Coin Collection Questions

Question: Can you provide a meter map with locations/streets of each meter type? Or a listing of meters by street/block?

Answer: [Please see inventory list on this map.](#)

Question: Can you provide the current meter collection schedule for all single space and multi-space meters?

Answer: No.

Question: Does the City desire a set meter collection schedule? Or would a “on demand” collection schedule be acceptable (example: when a meter reaches \$0.00 or x number of coins it shall be collected then next business day).

Answer: Yes, a regular meter collection schedule is preferred over an “on-demand” system.

Question: Please confirm that the proposers are only responsible for dropping the collected coin cannisters at the City’s designated bank/processing location? Please provide an address of this bank/processing center.

Answer: Yes, the vendor will drop off the canisters at Brink’s Inc. 909 N 18th Street, St. Louis, MO 63106.

Question: Will the City provide the contractor with collection cannisters for the IPS single space meters?

Answer: The STLTO owns the meters and cannisters that are within the machines.

The vendor will be responsible for a collection cart for the single-spaced meters.

Question: Will the contractor be responsible for providing spare meter parts as a part of its proposed fees? Or will the City reimburse contractor for all spare meter parts as needed?

Answer: The city will purchase directly or reimburse contractor.

Question: Does the City have a set SLA for meter repairs? (Example – All standard meter repairs should be completed within 24 hours of identification/notification.)

Answer: Proposals should provide a recommendation.

Question: Please confirm current meter inventory spare parts on hand.

Answer: Unable to provide.

Question: Please confirm all meter-related hardware will be transitioned in the event of a vendor change.

Answer: The STLTO owns all meter related hardware. This will transition in the event of a vendor change.

Delinquent Ticket Collections Questions

Question: Please confirm collections can be provided in a third-party capacity, in the name of the debt collection agency (versus first-party in the name of the City).

Answer: Yes, proposals can include this option.

Question: Does the City currently utilize a third-party collection vendor?

- If yes, who is the vendor, for how long have they been in place and what is their current compensation/pricing structure?
- What is the approximate percentage of tickets collected by the vendor after being placed for 12 months?

Answer: No.

Question: What is the current billing timeline and fee escalation for an average ticket? How many days will elapse from ticket issuance to referral for delinquent collections and when will the City send its 3 letters?

Answer: Uplifts occur after the first 30 days. Subsequent doubling happens at the 45th day. That is the full escalation from an initial ticket of \$20 to the fully matured \$80 ticket. See chart in Appendix C.

Question: What is the average ticket value for the citation table on page 9?

Answer: Initial parking ticket is \$20.

Question: Does the City plan on placing a backlog of citations with the selected vendor at the beginning of the contract or only new tickets as they become eligible for collections? If a backlog of citations will be placed, does the City have an estimate of the number and dollar value of debts and how old they may be? Would prospective vendors be allowed to propose separate contingency fees for these older accounts?

Answer: The STLTO plans to place a backlog of citations. The number of tickets and total dollar amount will be discussed during contract negotiations. Yes, separate contingency fees are permissible.

Question: What are the requirements for a ticket to be eligible for DMV registration hold?

Answer: Four fully matured unpaid tickets.

Question: How long will the selected vendor be permitted to attempt collection?

- What will the City do with unpaid citations after this period?

Answer: We plan to collect between now and January 2020. We are open to suggestions from a vendor using best practices. The total delinquency debt will be discussed during contract negotiations with the vendor. Options on older debts will be discussed with the vendor.

Question: DMV Holds is discussed as a service for the Citation Management vendor on page 21, though “Integration with DMV license holds” is mentioned on page 22 in section vii. of Delinquent Ticket Collections; can the City expand upon

what role the collection vendor will play regarding DMV holds?

Answer: After a citizen pays all outstanding parking debt, a letter will be provided to show compliance.

Question: Is there any requirement for Category D, Delinquent Ticket Collections, that services be performed from an office in the City of St. Louis?

Answer: No.

Question: Page 22, section viii. of Delinquent Ticket Collections, asks for a postage and mail service budget; is the City looking to pay for this expense separately or would the City accept an all-inclusive contingency fee as compensation to the vendor?

Answer: The City will accept an all-inclusive contingency fee as compensation to the vendor.

Question: Please provide the quantity of notices mailed for each of the last 3 years.

Answer: We do not currently do delinquent ticket collections. This is for regular ticket processing.

Jul-22	12,939
Aug-22	15,812
Sep-22	13,795
Oct-22	10,054
Nov-22	14,385
Dec-22	10,688
Jan-23	11,526
Feb-23	8,407
Mar-23	10,565
Apr-23	10,321
May-23	12,097
Jun-23	10,156
TOTAL	140,745

Question: For the Delinquent Collections Services, if we are proposing only a straight percentage fee of revenue collected, how should we project estimated monthly and annual costs? In order for the City to compare “apples to apples” on costs, is there a projected dollar amount of delinquent citations we should use to calculate monthly and annual costs?

Answer: A percentage is acceptable. You can provide a model using \$2,000,000.

Question: With regard to noticing, what is the current process? Example two (2) notices to the registrant. And what is the payment rate (in percentages) for each notice? Ex. 4,000 notices sent, 2,300 payments for notice 1.

Answer: Notices are sent 15, 30, and 45 days after ticket issuance. Information regarding payment rate for each notice is not available.

Question: Please provide the overall value of the City’s unpaid parking citation backlog?

Answer: This information will be provided during the contracting process.

Question: Please provide the overall value of the City’s unpaid parking citation backlog for citations less than 5 years old?

Answer: This information will be provided during the contracting process.

Question: Is there any requirement to send notices via certified mail? If yes, please provide the total number of certified letters that were mailed in the previous year.

Answer: For adjudication and delinquent ticket collections, yes.

Question: Please confirm all scoff collection payments will continue to be administered by 3rd party.

Answer: Currently not administered by a third party. We are looking for bids for delinquent ticket collection services.

Question: Please confirm the current amount of available Scoff fees.

Answer: This will be discussed with selected vendor.

Question: Please confirm the collections and adjudication teams are not responsible for mailing any collection/scoff letters or otherwise any notices in the mail.

Answer: Our current vendor does send mail notifications for adjudication. We do not currently have a collection vendor. It is expected that the delinquent ticket collections bidder will send mail notifications.

Question: Can you please provide a greater description of the specific kind of receivables to be placed for collection?

Answer: Delinquent Parking Tickets

Question: What collection attempts are performed or will be performed internally prior to placement?

Answer: Regular parking ticket notices will be provided.

Question: Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

Answer: Yes.

Question: What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

Answer: No account will go farther back than 2018.

Question: What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?

Answer: Our current collection rate is around 50%, the STLTO would like to exceed that in coming years.

Question: What billing servicer do you utilize?

Answer: STLTO doesn't use a billing servicer at this time. We send out notifications rather than invoices.

Question: What is the estimated size, in terms of both the number of accounts and dollars outstanding, of annual referrals going forward (i.e. new/future placements)?

Answer: Specific numbers will be shared with the selected vendor.

Question: If applicable, what is your current collection provider's annual recovery rate (i.e. on accounts placed for one year)?

Answer: Not applicable.

Question: If applicable, what is the fee percentage (e.g. 33% of all monies collected on all referred accounts) charged by your current collection provider?

Answer: Not applicable.

Question: If applicable, how much collection fees were paid to/earned by your current collection provider this past calendar year? The year prior to that?

Answer: Not applicable.

Question: If applicable, how many dollars and what number of accounts were collected by your current collection provider this past calendar year? The year prior to that?

Answer: Not applicable.

Question: Will accounts referred to your current collection provider be recalled and re-referred to the collection provider chosen pursuant to this procurement process? And if so, can bidders propose a higher fee percentage for these previously worked accounts (i.e. second placements)?

Answer: No, STLTO does not currently have a collections provider.

Question: How will account/collection information or data be communicated to the successful bidder (i.e. electronic via an FTP site)?

Answer: The successful bidder will receive access to AIMS software, which will connect them to this information.

Question: Will all account information be transmitted from a single platform or will multiple agencies be sending their accounts for collection to our system?

Answer: There will be a single platform.

Question: The collection rate referenced in Appendix C on the worksheet titled "Delinquent Collections ONLY" - is that 50% of all tickets or 50% of delinquent tickets? Is a 50% collection rate the level of service that St. Louis aiming for?

Answer: STLTO expects the selected vendor to maximize ticket collections, both delinquent and non-delinquent.

Question: Could St. Louis please clarify if the "Delinquent Ticket Collections" section only applies to the responsibility of enrolling and administering payment plans? Or does it also include the responsibilities of a collection agency?

Answer: STLTO is interested in the collection of debt either through one-time payments or enrollment in payment plans.

Question: Could we please receive guidance on how to present pricing for section D - "Delinquent Ticket Collections"? Page 13 of the RFP (section titled "Price Proposal Form"), references the following for "Delinquent Collections":

"Delinquent Collections: a) Financial Projections b) Collection Fee c) Projected Monthly and Annual Cost"

Page 22 of the RFP (under "Delinquent Ticket Collections") references the following:

Proposed budgets should include annual saas fees, postage and mail services, and other costs related to technical integration.

Finally, Appendix C on the worksheet titled "Delinquent Collections ONLY" has the following table:

Financial Projections	
Collection Fee	
Per Ticket	
Other fees	
Estimated Monthly Cost	
Estimated Annual Cost	
Start Up Costs	

Could we please receive clarity on how to present the pricing for this section (Delinquent Ticket Collections) while incorporating the various requirements from pages 13, 22, and the Appendix C worksheet?

Answer: Any fee categories not explicitly mentioned in the table can be included in the "Other Fees" section. Bidders are welcome to include notes to explain their process further. If the saas fee is annual, it should be included in the annual cost

estimate. If the saas fee is a one-time integration fee, it should be included in start-up costs. Pages 13 and 22 provided examples of what could be included within each of the parts of the table within Appendix C.

Question: What are your in-house collection methods (e.g. number of mailings, calls, etc.) used on the referred accounts prior to referral to your collection provider?

Answer: STLTO mails three notices at 15, 30, and 45 days.

Question: Does Missouri law have specific provisions regarding communications with debtors?

Answer: Not sure. We have not done debt collection in the past.

Questions: For the required references, can other municipal governmental debt and payment plan administration management (such as for public utilities) count towards the required references?

Answer: Yes.

Booting & Towing Program Questions

Question: What is the “threshold” for a vehicle to become boot eligible? Tow eligible?

Answer: The vehicle must have four fully matured tickets to be boot/tow eligible.

Question: Does the City desire booting to occur during a specific time frame? Or is the contractor able to perform booting on a flexible schedule 24 hours a day, 7 days a week.

Answer: The STLTO requires that booting occurs between 8 AM and early afternoon to allow for towing.

Question: What are the current boot fees charged to a customer whose vehicle is booted?

Answer: The current boot fee is \$50.

Question: What is the current tow fee charged a customer whose vehicle is towed? Storage fees?

Answer: The city tow lot charges A \$100 tow fee plus \$25/day for storage.

Question: Can we propose less than the three boot vehicles requested in the RFP based upon the projected volume of only 300 booted vehicles per month?

Answer: Yes.

Question: Despite not being utilized today, please confirm that a booting program is to be included in our bid.

Answer: We are looking to contract for booting & towing as a part of this RFP. Bidders are not required to submit for all portions of the RFP.

Question: Despite not being utilized today, please confirm that 3 LPR vehicles are to be procured and included in our bid.

Answer: The Treasurer's Office is preferential to an evidence-based approach to staffing to meet our current volume of boot/tow eligible vehicles. 3 LPR-equipped vehicles are not a requirement for the proposal.

Costs should be included in the vendors bid for services.

Question: Can a bid be accepted for just one aspect of this proposal i.e.: Towing only.

Answer: Yes