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**City of St. Louis Treasurer's Office
Parking Management – Software, Meter Maintenance,
Collections, and Parking Violations Bureau**



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**RFP: Parking Management – Software,
Meter Maintenance, Collections, and
Parking Violations Bureau**

COST PROPOSAL

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Release of confidential information may place Duncan Solutions at serious and irreparable competitive disadvantage in future procurements by providing our competitors with sensitive, confidential and proprietary information that would be unavailable to any third party but for the disclosure of this proposal. In the event that a third party makes a request for disclosure, please notify Duncan Solutions immediately in writing, so that we may have the opportunity to participate in any disclosure discussions and decisions.

This response is presented by
Professional Account Management, LLC
a wholly owned and controlled subsidiary of Duncan Solutions, Inc.
For simplicity, we routinely refer to our company as
“PAM” or “Duncan”

COST PROPOSAL

A. COST-BENEFIT ANALYSIS

Duncan offers a best-value proposal to provide world-class parking ticket management services.

Duncan has endeavored to present, in a clear and concise manner, the total cost for required products and services, as well as any variable prices associated with the selection of different feature and/or functionality options.

We believe this method of presentation provides STLTO with clear cost data that supports completion of a budget for this project. Should the information provided require clarification, or be desired in a different format, we would be happy to make such adjustments or provide any required clarifications.

Based on our understanding of STLTO's requirements, our parking service offering includes citation issuance, citation processing, and secondary collections, all of which are designed to optimize customer service, improve program compliance, and maximize program collection rates through the use of the latest parking enforcement and customer self-service technology.

Key features of our solution include:

Proprietary System – AutoPROCESS

- Single, seamless system meeting all functionality required by your program
- Evolved over 30 years and spanning the entire U.S.
- Core technology to support industry best practices and provide feature enhancements

Proven Revenue Generation

- Demonstrated track record of superior revenue generation performance
- Top customers have secondary collection rates in excess of 40% compared to the industry average of 23%

HIGHLIGHTS

- Duncan collectively processes more than **6 million citations and collects more than \$240 million in revenue for clients annually, serving more than 200 municipalities**
- **Significant DMV registered owner acquisition experience** and direct access to all 51 state DMVs
- Proven capabilities to process citations for agencies of all sizes, and serving clients all across America
- **Seasoned team dedicated to innovative and high-performance solutions** related to citation processing services
- **Proven partner with 30+ years of experience** delivering secondary collections services for public sector clients

Unmatched DMV Lookup Capabilities

- DMV registration information, managing authorizations, business rules, data processing and compliance for all 51 DMV's
- Manages complex interfaces, business rules, policies and administrative requirements
- Experts who have developed strong knowledge and relationships with DMVs

Efficient Skiptracing to Locate Payers

- Proprietary, high efficient processes to identify debtor contact details
- Waterfall approach to prioritize the least costly and most effective resources
- Domain specific parking and vehicle focused solution; competitors offer a generic solution

Integrations, Integrations, Integrations

- Through our years within the parking industry, we have developed partnerships with countless vendors to ensure complete system integration capabilities
- Our vendor list includes, but is not limited to: **Pay by Phone**, Parkeon, **CivicSmart**, Paylock, New World Systems, Pango, Cale Tyler Technologies, Park Now, Genetec, Manatron, ACE Software, Sungard, Gtechna, Lawson, 3M, **Passport**, TIBA, Sanef, iNovah, 3M, **ParkMobile**, ELSAG, etc.

Industry Accreditations, Compliance Standards, and Best Practices

- **PCI Level I Compliance** – Displays our commitment to data and system security for all of our clients and their citizens.
- **ACA International** – Ethical practices and regulatory and legal compliances are core to Duncan's business practices. As such we take pride in being a member of good standing with ACA International.
- **SSAE 16 SOC** – Since 2012 PAM has been SSAE 16 SOC I certified.
- **FDCPA** – All collectors are trained and tested on FDCPA ensuring that optimal collections performance and exceptional customer service are constantly met.
- **BBB** – PAM has earned an A+ rating from the Better Business Bureau, displaying our constant commitment to providing outstanding customer relationships.
- **AAMVA** – We support our clients in the provision of safety and wellbeing for their communities and roadways.
- **Interpreting** – Duncan's IVR system speaks English and Spanish and our Call Center is staffed with at least two Spanish speaking representatives. We also offer Language Line, a worldwide leader in interpretive services.

We are proposing a competitive and responsible price for the requested services. In fact, we have endeavored to present a **zero upfront cost model** while offering a turnkey solution. Unlike competitor proposals that require costly startup and repayment schedules, **our proposed model results in immediate return on investment for STLTO, allowing the City to realize a revenue increase from the moment the program is implemented.**

B. PROPOSER'S ITEM PRICING

Citation Management Solution

Citation Processing Services			
Description	Price	Unit	Includes
Parking Management Software (Includes all Items listed in the package details outlined below)	\$1.00	Per citation issued	Full citation processing software suite configuration, training, implementation, hosting, and ongoing support as described below
Web/IVR Payment Convenience Fee (Paid by Motorist)	\$2.95	Per online payment transaction via web or IVR systems	Hosted payment website and IVR systems as described in the table below

CITATION PROCESSING PACKAGE INCLUDES:

Item	Description
AutoPROCESS System	Duncan's proprietary AutoPROCESS parking management software configured to meet your requirements and as described in our proposal including all system maintenance, data back up and disaster recovery. Duncan assumes the agency will provide broadband internet access at the agency desktop(s) where the AutoPROCESS application will be accessed. Duncan will provide user licenses for agency users.
Data Conversion	Data conversion from the agency's current vendor, Conduent.
Data Entry	Data entry and imaging of all handwritten citations.
Notice and Correspondence Generation	Notice and letter services to include all required notices and correspondence configuration and setup including mailing and postage.
AutoPROCESS Cashiering Module	The AutoPROCESS cashiering software configured to meet your requirements. As an option, Duncan can also provide cashiering stations including printers to facilitate over-the-counter payment acceptance.
Document Imaging	Duncan provided electronic document imaging and workflow processing systems to effectively eliminate the transfer of paper documents between Duncan and your agency.
Scofflaw Module	<ul style="list-style-type: none"> Daily scofflaw list for upload unto handheld units and LPR vehicles

	<ul style="list-style-type: none"> • Payment Plans • Monthly owner refresh files to minimize ‘false hits’ on scofflaw vehicles
Toll Free Number for Customer Service	<ul style="list-style-type: none"> • Toll free Customer Service Call Center services • Answering and processing of all customer calls (delinquent and non-delinquent)
DMV Data	<ul style="list-style-type: none"> • DMV data acquisition (in-state and out-of-state) • DMV registration hold and release services through state DMV • Online access to DMV registration information
NLETS Access	Supplemental owner acquisition services through our Nets partnership
Online Services	<ul style="list-style-type: none"> • PCI-DSS compliant mobile-device friendly website for citation payment • IVR payment processing solution for 24/7 payment acceptance of the phone • A secure customer facing website for review of violation photos and citation payment • Online-web applications for: <ul style="list-style-type: none"> ○ customer initiated appeal (administrative review and administrative hearing) requests ○ Customer account creation and management ○ Self-service fleet account management
Multi Media	AutoPROCESS multi-media solution including citation images (electronic and manual citations), photos and voice recordings captured by handhelds, payment documents, correspondence, permit applications and review/hearing documents.
Project Management	All project management, set-up, installation and initial training. Duncan will also provide follow-on training as required at no additional cost.
Lockbox Payment Processing	Processing of any payments made to the City’s PO Box
Payment Processing	Processing of all payments made through the collections program

CITATION COLLECTIONS SOLUTION

Delinquent Special Collections			
Description	Price	Unit	Includes
Special Collection Fee	25.00%	of revenue collected	<p>A full-service secondary collections process following after assignment to collection agency</p> <ul style="list-style-type: none"> • Notice generation • Target population analysis • Effectiveness reports • Skiptracing • No name and address research • Outbound Calling

DELINQUENT SPECIAL COLLECTIONS PACKAGE INCLUDES:

Item	Description
AutoCOLLECT System	Duncan’s AutoCOLLECT parking delinquent collections software configured to meet the requirements of STLTO
Delinquent Debt Collections	<ul style="list-style-type: none"> • Notice generation • Target population analysis • Effectiveness reports • Skiptracing • No name and address research • Outbound Calling • DMV holds (if applicable) • Tax Intercept Program (if applicable)
Document Imaging	Duncan provided electronic document imaging and workflow processing systems to effectively eliminate the transfer of paper documents between Duncan and your agency.
Toll Free Number for Customer Service	<ul style="list-style-type: none"> • Toll free Customer Service Call Center services • Answering and processing of all customer calls (delinquent)
Correspondence Review	<ul style="list-style-type: none"> • Processing of all correspondence and associated items e.g. bills of sale, releases of liability, proof of correction, review dispositions, bankruptcies
Lockbox Payment Processing – Delinquent	Processing of any delinquent payments made to your PO Box

Citation Enforcement Solution

Parking Enforcement Equipment		
Description	Quantity	Unit
Handheld and Bluetooth Printer Enforcement Hardware Package	40	<ul style="list-style-type: none"> • Samsung Galaxy Note 9, 128GB with Fast Charging Cable-Verizon <ul style="list-style-type: none"> - 3-year device extended warranty - ALCLAP Galaxy Note 9 battery case (extended battery) - Holder for Note 9/battery case-belt clip • Zebra ZQ500 Direct Thermal Mobile Printer (3 Inch, BT 4.0) <ul style="list-style-type: none"> - 4-bay mobile printer power station with AC adaptor - 3-year device extended warranty - Soft case • Project Management & Configuration (Implementation Methodology and Approach) • Training and Installation (1 day on site, 1 days back office installation). • Handheld and printer spare parts package • Includes AutoISSUE Software Maintenance, AutoISSUE Hosting, Real-time Interface Integrations, Extended Hours Support Desk Services, PEMS Hosting, Disaster Recovery, and AirWatch Remote Management Subscription. • Citation Stock and envelopes
Enforcement Software		<ul style="list-style-type: none"> • Parking Citation Issuance • Wireless Framework (includes Wireless Citation Upload) • Integration with Pay by Cell payments (Parkmobile) • Wireless Time Limit Marking • Wireless Integration with Mobile LPR System • Wireless Integration with Multi Space Meter (Parkeon) • Wireless Integration with Single Space Meter (IPS) • Digital Images Included
4G LTE Wireless Services		Wireless Communication Services 6GB -Verizon
License Plate Recognition Framework		Enhanced LPR Plate Scan and Integration

The fees above encompass the enhanced, Vendor-Hosted Parking Management System Software and Additional Services as described in the body of our proposal. Features include, but are not limited to:

- Duncan’s proprietary **AutoPROCESS parking management software** configured to meet the requirements of the RFP, and as described in our proposal. This includes all system maintenance, data back up, and a comprehensive disaster recovery plan;
- A **complete refresh of the City’s enforcement hardware** including 40 Samsung Galaxy Note 9 handhelds and Zebra ZQ500 mobile printers;
- Notice and letter services, standard collection notices, and standard correspondence in reply to customer inquiries. **Price includes all postage costs paid by Duncan;**
- Data Entry and imaging of all manually written citations;
- DMV data acquisition (in-state and out-of-state);
- Supplemental owner acquisition services through our Nlets partnership;
- **DMV registration hold and release services through the Missouri DMV;**
- AutoPROCESS’s multi-media solution, including citation images (electronic and manual citations), processing notice images photos, payment documents, correspondence, and review/hearing documents;
- **A secure, mobile-device friendly website** for review of violation photos, adjudication requests, citation payment, and online permit sales;
- Customer account portal and self-service fleet modules;
- Initial and ongoing training for new system features and equipment.

Optional Items

Parking Enforcement Equipment			
Item	Description	Quantity	Price
Genetec AutoVU LPR System (Initial System)	<ul style="list-style-type: none"> • AutoVu SharpX dual base KIT includes main processing unit, brackets, wiring, navigator kit w/GPS, high resolution LPR units and in-vehicle license • Genetec Security Center Base Package-Version 5.2 which includes: 1 directory, 5 security desk client connections, Plan Manager Basic for 3 maps and 30 entities, alarm management, advanced reporting, system partitioning, zone monitoring, email support, and macros support • Mapping license including data for North America-per vehicle license • Panasonic Toughbook FZ-G1 complete kit; 5 year warranty on the laptop, mounting hardware, docking station, and vehicle power adapter • AutoVu Mobile City with wheel imaging system onsite turn-key installation for 1 vehicle • Permit zone configuration services for AutoVu 	TBD	TBD

Parking Enforcement Equipment			
Item	Description	Quantity	Price
	Mobile City (ex. zone, editor, mapping, custom enforcement rules) <ul style="list-style-type: none"> • Maximum of 50 permit zones configured • All-inclusive installation services • A 5-year extended warranty purchase with Advance Replacement coverage • Duncan AutoPROCESS list integration, including ongoing maintenance and support 		
Genetec AutoVU LPR System (Additional Systems)	Additional units, include the same package as first unit details above	TBD	TBD

Terms and Conditions

1. The per citation issued cost of \$1.00 for the parking management system listed above shall be adjusted for contract year three (3) and each subsequent contract year including any renewal periods each contract year on the basis of the increase in the cost-of-living index which occurred during the previous contract year. The fees for each contract year shall be increased by a percentage equal to the percentage increase in the U.S. Department of Labor, Consumer Price Index, All Items, Unadjusted, Urban Areas (CPI-U) for the 12-month period ending in June of each contract year.
2. A convenience fee will be assessed to customers making credit card payments via the web and IVR payment options. No additional fees will be assessed to the City.
3. Increases in United States Postal Service first-class postage rates during the life of the contract will be billed to the City as reimbursable expenses.
4. All post-contract changes or enhancements requested by the City will be performed by Duncan on a time and materials basis. The billing rates to be used will be the rates in place when the work is completed. All requests for systems changes and/or enhancements will be submitted in writing by the City, from which Duncan will furnish an estimate.
5. In the event we mutually agree to changes in scope, approach, deliverables, assumptions and the like, we may also need to evaluate impact on the prices contained herein.