



Transforming Parking Enforcement and Collections



Parking Enforcement Services for the Division of Motor Vehicle Parking Services – Invitation to Bid 17-35

July 26, 2017

**Parking Revenue
Recovery
Services, Inc.**

Submitted to:

Aurora, Illinois

Purchasing Division



AURORA
ILLINOIS
CITY OF LIGHTS

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PARKING REVENUE RECOVERY SERVICES, INC.

12385 East Cornell Avenue
Aurora, CO 80014

Phone: 303-962-7908
Fax: 303-793-9802
Email: jconway@parkingforward.com

July 26, 2017

Purchasing Department
City of Aurora, IL
44 East Downer Place
Aurora, IL 60507

RE: *Invitation to BID 17-35 Parking Enforcement Services*

To Whom it may concern,

Thank you for the opportunity to present a parking enforcement proposal about the referenced RFP. Our team is excited to submit our proposal, and have formulated our response accordingly – in strict adherence with the RFP protocol.

Parking Revenue Recovery Services, Inc. (PRRS) was founded in 2002 and is exclusively focused on the provision of Parking Enforcement services to Municipalities, Universities and Parking Operators across North America. With over 60 organizations as clients, we are the most experienced Parking Enforcement provider in the Parking Industry. Our services are also backed by the collective capabilities and infrastructure we employ while providing lot monitors (PEO), collections, DMV, and customer service center operations to over 500 locations in over 10 cities throughout the United States.

We are also experienced integrators of technology and automation, including parking meters and LPR systems. This experience will be invaluable to the City when it plans future upgrades to the current system.

Lastly, it's important to highlight that our Company is a proud woman owned business enterprise WBE and is currently working on our certification for the State of Illinois.

Best regards,



John D. Conway
Senior Vice President

Company History – Parking Revenue Recovery Services, Inc. (PRRS)



collections, parking enforcement, DMV, citation processing and customer service to parking operators, municipalities, universities and hospitals in all markets in the parking industry. PRRS has three operating groups, each of which focuses exclusively on the idiosyncrasies and specific needs of a single vertical market. The Company has over 150 employees. PRRS is a WBE company based in Aurora, Colorado. The sole owner

is Teresa Parsley who is located at the Company headquarters 12385 East Cornell Avenue, Aurora, Colorado 80014.

Through our PRRS brand, we provide collection services and enforcement personnel to over 500 operations in dozens of cities throughout the United States of America.

We're built on integrity and innovation, laser-focused on delivering the highest level of service to our customers and clients. We've set the industry standard in parking enforcement and customer service as it relates to the appeal and adjudication of parking violations.

PRRS began offering parking collection services in 2002, and PRRS is now a leading provider of fully integrated parking enforcement and collection services to the parking industry, encompassing hundreds of parking garages and locations in more than 10 cities across the United States. The corporate headquarters is in Aurora, Colorado. PRRS is proud to represent many of the national parking operators, including ABM Parking, LAZ Parking (National), SPPlus and Towne Park, as well as numerous local and regional parking operators throughout the United States, including Time Park (Denver), Premier Parking (Dallas), Interstate Parking (Denver), Riverside Parking (Louisville) and Platinum Parking (Dallas/Houston). Our client owners and parking operators use our enforcement and collection services in all types of properties, including commercial lots and garages, municipal facilities, college and university facilities, airports, hospitals, commercial properties and residential buildings.

PRRS considers technology to be a business enabler, not a cost center. Our technology resources bring added value to our client's business and allow them to respond to today's rapidly changing environment.

Looking to other industries for inspiration, we integrate the latest technologies and methods into our everyday aspect of our operations. We've introduced mobile app observe and report platforms that allow our enforcement officers to document issues along the way that immediately are stored in the cloud with pictures and emailed to our clients for their response. This type of technology allows our clients to be proactive to all issues rather than being reactive to customer complaints.

With an eye on the future, we lead the way in providing high-quality enforcement services and advanced capabilities.

As a leader at combining innovation with industry expertise, we utilize state-of-the-art technologies to achieve customer satisfaction, lower labor costs to increase overall performance of the parking enforcement programs we manage.

We achieve efficiency and enhanced performance by utilizing real-time monitoring and management tools to support each of our service operations – from financial reporting to track efficiencies in our services.

We place an unrelenting emphasis on maintaining a staff of well -groomed, courteous, service-oriented employees.

Our management expertise includes:

- Parking Debt Collection Services (licensed collection agency and law firm)
- Parking Enforcement (boots on the ground)
- DMV Integration
- Customer Service Call Center
- Letter Campaigns
- Promissory Note Program
- Windshield Forward Program
- All-Inclusive Enforcement Program

PRRS guarantees its parking enforcement and collections services are grounded upon full legal compliance with all applicable laws and superior customer service.

Legal compliance – **PRRS** and its designated attorneys fully comply with the Fair Debt Collection Practices Act, the Drivers Privacy Protection Act and all other applicable laws. Both **PRRS** and its designated attorneys are fully insured. **PRRS** continues to manage the mailings of over 600,000 attorney collection letters to over 40 states.

Customer Service- **PRRS's** professional, highly skilled team of collectors provides exceptional customer service, by treating your parking customers courteously and fairly.

Transition Timeline – **PRRS** could transition the project in 30-days. This would include but not limited:

- Site visit of management team
- On-boarding current employee or will hire new staff
- Meeting with City Representatives to discuss operations and scope of duties
- Training
- Equipment training

- Issue Uniforms and other equipment for job duties
- 2nd site visit of management team
- Go “live” meeting with City

Sub-Contractors – PRRS will not use any sub-contractors in conjunction with the scope of services provided in this contract.



Required Attachments

CITY OF AURORA, ILLINOIS
INVITATION TO BID 17-35
PARKING ENFORCEMENT SERVICES

BID PROPOSAL FORM

Bid Due Date & Time: 2:00 p.m. CST, Wednesday, July 26, 2017

To: City of Aurora
City Clerk's Office
44 E Downer Place
Aurora, Illinois 60507

The following offer is hereby made to the City of Aurora, Aurora, Illinois, hereafter called the Owner.

Submitted By: Parking Revenue Recovery Services, Inc.

I. The undersigned Vendor proposes and agrees, after having examined the specifications, quantities and other Bid documents, to irrevocably offer to furnish the materials, equipment and services in compliance with all terms, conditions, specifications and amendments (if applicable) contained in the bid solicitation documents. The items in this Invitation to Bid, including, but not limited to, all required certificates, are fully incorporated herein as a material and necessary part of the Bid.

A. The Vendor shall also include with their bid any necessary literature, samples, etc., as required within the Invitation to Bid, Instruction to Bidders and specifications.

B. For purposes of this offer, the terms Offeror, Bidder, and Vendor are used interchangeably.

II. In submitting this Offer, the Vendor acknowledges:

A. All bid documents have been examined: Instructions to Bidder, Specifications and the following addenda:

No. Yes, No. Yes, No. Yes, (Vendor to acknowledge addenda here.)

SUBMITTED BY

COMPANY Parking Revenue Recovery Services, Inc.

ADDRESS 12385 East Cornell Avenue

CITY, STATE, ZIP Aurora, CO

AUTHORIZED SIGNATURE  Senior Vice President

EMAIL jconway@parkingforward.com

Title

PHONE # (720) 363-5638 FAX # (303) 733-9802 DATE July 26, 2017

**CITY OF AURORA
BID PROPOSAL FORM
17-35
PARKING ENFORCEMENT SERVICES**

Services commence within 30 working days upon receipt of order.

All Bid prices shall be shown as delivered Aurora Destination, Prepaid and Allowed. Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07.

No additional charges over base bid price will be accepted without written approval of the Director of Purchasing.

The City of Aurora reserves the right to reject any or all Bids, or parts thereof, and to waive any technicality, informality or irregularity in the Bids received, and to disregard all nonconforming or conditional Bids or counter-Bids and to hold the best Bids for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Bid to the lowest responsible Bidder whose offer best responds in quality, fitness and capacity to the requirements of the proposed Work or usage and therefore is in the best interest of the City.

SUBMITTED BY

COMPANY Parking Revenue Recovery Services, Inc.

ADDRESS 12385 East Cornell Avenue

CITY, STATE, ZIP Aurora, CO 80014

PREPARER'S NAME John Conway
Please Type

CONTRACT PERSON John Conway, Senior Vice President
Please Type

AUTHORIZED SIGNATURE  Senior Vice President
Title

PHONE #(720) 363-5638 FAX #(303) 733-9802 DATE 7/26/2017

EMAIL jconway@parkingforward.com

BIDDER'S CERTIFICATION

I/We hereby certify that:

- A. A complete set of bid proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).
- D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.
- E. The Bidder is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.
- F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

COMPANY NAME Parking Revenue Recovery Services, Inc.

ADDRESS 12385 East Cornell Avenue

CITY/STATE/ZIP CODE Aurora, CO 80014

NAME OF CORPORATE/COMPANY OFFICIAL Teresa L Parsley
PLEASE TYPE OR PRINT CLEARLY

TITLE President

AUTHORIZED OFFICIAL SIGNATURE *Teresa L Parsley*

DATE 7/17/17

TELEPHONE (303) 437-2586

FAX No. (303) 733-9802

County of Arapahoe State of Colorado
Subscribed and Sworn to
Before me this 17th day
of July, 2017

[Signature] *CR, 2-01-2020*
Notary Public

**MICHAEL MATTES
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20084041031
MY COMMISSION EXPIRES 12/01/2020**

STATE OF ILLINOIS)
) ss.
County of Kane)

BIDDER'S TAX CERTIFICATION

(BIDDER'S EXECUTING OFFICER), being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Bidder, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Bidder deposes, states and certifies that Bidder is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Bidder is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

DATED this 14th day of July, 2017.

By *Teresa L. Parsley*
(Signature of Bidder's Executing Officer)
Teresa L. Parsley
(Print name of Bidder's Executing Officer)
President
(Title)

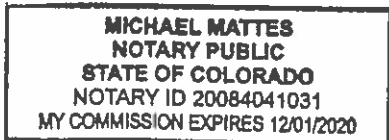
ATTEST/WITNESS:

By *M. L. ...*
Title *Notary Public*

Subscribed and sworn to before me this
17th day of July, 2017.

[Signature] *28 12-01-2020*
Notary Public

(SEAL)



No Subcontractors will be used for this contract

**CITY OF AURORA
REFERENCES
17-35
PARKING ENFORCEMENT SERVICES**

(Please Type)
Organization Platinum Parking
Address 719 Olive Street
City, State, Zip Dallas, TX 75201
Phone Number (214) 871-6061
Contact Person DeWayne Fink, Division Manager
Date of Project 2/2014

Organization Nationwide Parking
Address 1755 High Street
City, State, Zip Denver, CO 80218
Phone Number (720) 233-8184
Contact Person Dr. Morris Clark, President
Date of Project 1/2009

Organization Towne Park
Address 1321 Bannock Street
City, State, Zip Denver, CO 80204
Phone Number (303) 571-1900
Contact Person John Reimers, District Manager
Date of Project 4/2010

Bidder's Name: Parking Revenue Recovery Services, Inc.

Signature & Date:  7/25/17

**CITY OF AURORA
REFERENCES
17-35
PARKING ENFORCEMENT SERVICES**

(Please Type)
Organization Premier Parking
Address 1201 Elm Street
City, State, Zip Dallas, TX 75201
Phone Number (940) 841-4995
Contact Person William Clay, Vice President
Date of Project 6/2016

Organization Platinum Parking
Address 719 Olive Street
City, State, Zip Dallas, TX 75201
Phone Number (281) 407-3993
Contact Person Chuck Stills, Division Manager
Date of Project 2/2014

Organization Mountain Parking
Address 2009 South Cherokee Street
City, State, Zip Denver, CO 80223
Phone Number (303) 906-0456
Contact Person Scott Souder, President
Date of Project 1/2006

Bidder's Name:  Parking Revenue Recovery Services, Inc.

Signature & Date:  7/25/17

**CITY OF AURORA AGREEMENT FOR
PARKING ENFORCEMENT SERVICES
INVITATION TO BID 17-35**

THIS AGREEMENT, entered on this _____ day of _____, 2017 ("Effective Date"), for the Parking Enforcement Services for the City of Aurora Division of Motor Vehicle Parking Services ("Services") is entered into between the **CITY OF AURORA** ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and _____ ("Bidder"), located at _____.

WHEREAS, the City issued an Invitation to Bid ("Bid") on July 9, 2017 for the Parking Enforcement Services in the City of Aurora Central Business District, and in residential neighborhoods; and

WHEREAS, the Bidder submitted a Bid Proposal in response to the Bid and represents that it is ready, willing and able to perform the Services specified in the Bid and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on _____, the City awarded a contract to Bidder.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. **Agreement Documents.** The Agreement shall be deemed to include this document, Bidder's response to the Bid, to the extent it is consistent with the terms of the Bid, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Invitation to Bid 17-35

In connection with the Bid and this Agreement, Bidder acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Bidder represents that such material and information furnished in connection with the Bid and this Agreement is truthful and correct. Bidder shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. **Scope of Services.** Bidder shall perform the Services listed in the Instructions to Bidders and Special Conditions, attached hereto as Exhibit 1.

3. **Term.** The City of Aurora is seeking a two year contract, with two additional two year extensions mutually agreeable by both parties.

4. **Compensation.**

Schedule of Payment. The City shall pay the Bidder for the Services in accordance with the amounts set forth in Exhibit 2, price shall remain firm for the entire contract period. The Bidder shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. The City shall utilize its best efforts to make payment within forty-five (45) days after approval of the invoice. Each invoice shall be accompanied by a statement of the Bidder of the percentage of completion of the Services through the date of the invoice.

5. **Performance of Services.**

Standard of Performance. Bidder shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Bidder shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Bidder shall ensure that Bidder and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Bidder shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Bidder or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Bidder from the responsibilities set forth herein.

6. **Termination.**

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Bidder with sixty (60) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Bidder only for services performed up to the date of termination. After the termination date, Bidder has no further contractual claim against the City based upon this Agreement and any payment so made to the Bidder upon termination shall be in full satisfaction for Services rendered. Bidder shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. **Miscellaneous Provisions.**

a. **Illinois Freedom of Information Act.** The Bidder acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. **Entire Agreement.** This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. **Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

City Clerk

FOR _____

By _____

(SEAL)

(CORPORATE SEAL)

(If a Corporation) CORPORATE NAME _____

(SEAL)

By _____
President – Contractor

ATTEST:

Secretary

(If a Co-Partnership)

Partners doing Business under the firm

Contractor

(If an Individual) _____ (SEAL)

Contractor (SEAL)

**CITY OF AURORA AGREEMENT FOR
PARKING ENFORCEMENT SERVICES
INVITATION TO BID 17-35**

EXHIBIT 1

(INVITATION TO BID)

**CITY OF AURORA AGREEMENT FOR
PARKING ENFORCEMENT SERVICES
INVITATION TO BID 17-35**

EXHIBIT 2

(BID PROPOSAL FORM 17-35)



City of Aurora

Purchasing Division • Finance Department • 44 E. Downer Place • Aurora, Illinois 60507-2067
(630) 256-3550 • FAX (630) 256-3559

DATE: July 19, 2017
TO: Prospective Bidders
FROM: Jolene Coulter, Interim Director of Purchasing
RE: **CITY OF AURORA INVITATION TO BID 17-35 – Addendum #1
PARKING ENFORCEMENT SERVICES**

This addendum forms a part of the Invitation to Bid 17-35 Parking Enforcement Services for the Division of Motor Vehicle Parking Services. All other information pertaining to this Invitation to Bid shall remain the same.

Please submit one original and two (2) copies of your sealed bid proposal to the office of the City Clerk, 44 E. Downer Place, Aurora, IL 60507 no later than 2:00 pm, Wednesday, July 26, 2017.

Please acknowledge this addendum with your bid proposal. Failure to do so may subject Bidder to disqualification.

Responses/Clarifications to questions received by 12:00 pm, Wednesday, July 19, 2017:

1) Will the City be providing the citation issuance equipment and software?

Yes, the City will provide the citation issuance equipment and software.

a. What is system is the City currently using?

The City uses the License Plate Recognition System (LPRS).

2) The City lists the enforcement hours as 8:00 am-8:00 pm, will the City be employing their own enforcement staff between 8:00 am and 5:00 pm daily?

Yes.

a. If the City is employing their own enforcement staff during the day, how many FTE's are providing enforcement on behalf of the City?

The City employs one full time employee for parking enforcement.

A handwritten signature in blue ink, appearing to read "John Coulter".

3) Will the LPR system provided be the same LPR system used during the daytime shift (8:00 am-5:00 pm)?

Yes.

4) What is the make and model of the LPR equipment?

The equipment is 3M.

5) Is the LPR equipment under warranty?

The equipment is not under warranty, but is covered by a maintenance plan.

6) Does the City use the LPR equipment for any other purpose than time-zone enforcement?

The LPR equipment is used for the overall parking enforcement.

7) How much is the Performance Bond as referenced on 9 of 31?

At the time of award, the performance bond will be required in the amount of the initial contract term of two years, estimated at 26 hours per week.

End of Addendum





Transforming Parking Enforcement and Collections



Thank You!

John D. Conway
Senior Vice President
12385 East Cornell Avenue
Aurora, CO 80014
303-962-7908