

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES

JANUARY 12, 2015

ADDENDUM NO. 2

To

REQUEST FOR PROPOSAL (“RFP”)

FOR

SELF RELEASE VEHICLE IMMOBILIZATION DEVICES AND ASSOCIATED SERVICES

SPECIFICATION NO: 125103

For which Proposals are scheduled to be received no later than 4:00 p.m., Central Time on January 23, 2015 (pursuant to the Request for Proposal advertised November 19, 2014) in the Department of Procurement Services, Bid & Bond Room (Room 103 of City Hall).

Respondent must acknowledge receipt of this Addendum No. 2 in the Cover Letter of its Proposal AND should complete and return the attached Acknowledgment by email to altha.riley@cityofchicago.org

This document contains:

- I. Notice of Proposal Due Date Postponement**
- II. Notice of Revisions and Changes**
- III. Answers to 32 questions submitted for clarification of Addendum #2; and**
- IV. Addendum Receipt Acknowledgment.**

The information contained in this Addendum No.2 is incorporated by reference into the original Request for Proposal (RFP) issued on November 19, 2014.

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To

REQUEST FOR PROPOSAL ("RFP")

FOR

SELF RELEASE VEHICLE IMMOBILIZATION DEVICES AND ASSOCIATED SERVICES

SPECIFICATION NO: 125103

For which proposals are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois 60602, at 4:00 p.m., Central Time, January 23, 2015.

The following revisions/changes will be incorporated in the above-referenced RFP document. All other provisions and requirements as originally set forth remain in full force and are binding.

RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER SUBMITTED WITH YOUR PROPOSAL.

SECTION I: NOTICE OF PROPOSAL DUE DATE POSTPONEMENT

1. The previously advertised proposed due date has been postponed. **PROPOSALS ARE NOW DUE NO LATER THAN 4:00 P.M. CENTRAL TIME ON JANUARY 30, 2015, IN THE NEW BID & BOND ROOM (ROOM 103), CITY HALL, 121 NORTH LASALLE STREET, CHICAGO, ILLINOIS 60602.**

SECTION II: NOTICE OF REVISIONS/CHANGES

1. The following attached exhibits have been added to the RFP:

**Exhibit 12, Sample Adhesive Booted Notice
Exhibit 13, Boot Hearing Summary (2012-2014)**

2. **SECTION V.B , Deadline and Procedures for Submitting Proposals, has been deleted in its entirety and replaced as follows:**

Deadline and Procedures for Submitting Proposals

1. To be assured of consideration, Proposals must be received by the City of Chicago in the City's Bid & Bond Room (Room 103, City Hall) no later than 4:00 P.M. Central Time on January 30, 2015. The Bid & Bond Room can be reached at telephone number 312-744-9773.
2. The City may, but is not required to accept Proposals that are not received by the date and time set forth in Section IV.B1 above. Only the Chief Procurement Officer ("CPO") is empowered to determine whether to accept or return late Proposals.

Failure by a messenger delivery service or printing service to meet the deadline will not excuse the Respondent from the deadline requirement. Hand-carried Proposals must be placed in the depository located in the Bid & Bond Room located in Room 103, City Hall. The time of the receipt of all Proposals to this RFP will be determined solely by the clock located in the Bid & Bond Room of City Hall. It is Respondent's sole responsibility to ensure that the Proposal is received as required.

3. Proposals must be delivered to the following address:

Jamie L. Rhee, Chief Procurement Officer
City of Chicago
Department of Procurement Services
Bid & Bond Room
Room 103, City Hall
121 North LaSalle Street
Chicago, Illinois 60602

3. SECTION III.B of the Scope of Services, has been deleted in its entirety and replaced as follows:

The Contractor's call center hours should reflect the City's boot operations. Boot operations are currently 24 hours per day and 6 days per week, so, at a minimum, the Contractor's call center should operate during those same hours. However, it would be preferred that the call operate 24 hours per day and 7 days per week.

SECTION III: Answers to 32 questions submitted for clarification of the RFP

Question 1: How many vehicles were immobilized (in 2014, 2013 and 2012)?

Answer: In 2014: 51,866; in 2013: 59,681; in 2012: 59,132.

Question 2: How many immobilized vehicles were released, on the street, after paying (in 2014, 2013 and 2012)?

Answer: In 2014: 41,977; in 2013: 48,903; in 2012: 48,214.

Question 3: How many immobilized vehicles were granted administrative releases (released without paying - in 2014, 2013, 2012)?

Answer: In 2014: 3,406; in 2013: 3,940; in 2012: 3,262.

Question 4: How many immobilized vehicles were towed by the City (in 2014, 2013 and 2012)?

Answer: In 2014: 14,643; in 2013: 16,604; in 2012: 16,132.

Question 5: How many vehicles, towed after booting, were never claimed (in 2014, 2013 and 2012)?

Answer: In 2014: 6,388; in 2013: 6,565; in 2012: 6,566.

Question 6: How many vehicles are considered boot-eligible today?

Answer: In excess of 500,000.

Question 7: Can all vehicles owned by a scofflaw motorist be eligible for booting?

Answer: Yes.

Question 8: Can all vehicles owned by a scofflaw motorist be eligible for booting?

Answer: See Answer to Question #7.

Question 9: How many GOA/runaways occur each year (in 2014, 2013 and 2012)? Of those lost, how many lost boots were recovered?

Answer: In 2014: 2,159 GOAs; 373 recovered. In 2013: 2,653 GOAs; 570 recovered. In 2012: 2,762 GOA; 625 recovered.

Question 10: Does the City take steps to recover boots or costs as a results of runaways?

Answer: Yes.

Question 11: What steps does the City take to hold a vehicle owner accountable for a stolen or vandalized boot? Restitution or additional penalties?

Answer: Notwithstanding any other legal recourses available, the vehicle owner is required to pay a \$750 fine owed to the City for GOAs.

Question 12: Besides City booting staff, are there any other parties (public or private) who immobilize vehicles?

Answer: Yes. Besides City booting staff, there is only one third-party vendor who provides booting services, and those services are currently limited to only Midway and O'Hare airport parking areas. However, booting services are not contemplated under this RFP.

Question 13: Does the City immediately tow vehicles rather than booting? For what reasons?

Answer: Immediate towing of vehicles – insofar as boot-related towing is concerned – does not occur sooner than 24-hours from when the vehicles booted.

Question 14: Are towing services provided by the City or a private contractor? Auto Pound?

Answer: Both: City and contracted towing companies – insofar as boot-related towing is concerned – perform towing services. However, towing services are not contemplated under this RFP.

Question 15: RFP p. 22 (III.B.) references 3,456 hours per week. Please explain what that number represents.

Answer: See Revision 3 of this addendum.

Question 16: RFP p. 22 (III.C.) references 25,000 calls per year. Please explain what this number is based on.

Answer: 25,000 is the current number of boot related calls received by the City's customer service center.

Question 17: Please provide a copy of the seizure notice/sticker that is used by the City today.

Answer: See attached Exhibit 12: Sample Adhesive Booted Notice.

Question 18: Do booters enter boot transaction information in their vehicles or do they dispatch information to be entered into CANVAS elsewhere?

Answer: Booters enter boot transaction information wirelessly into CANVAS from their vehicle, unless wireless connectivity at the time is inadequate; in which case the information is called into a dispatcher for the dispatcher to enter such information into CANVAS.

Question 19: How many boot hearings were conducted (in 2014, 2013 and 2012)? What were the results of those hearings (e.g. # booting transactions overturned, # upheld, etc.)? What were the top three reasons for overturning booting transactions at a hearing?

Answer: See attached Exhibit 13: Boot Hearings Summary (2012-2014).

Question 20: How many payment plans were created in 2014, 2013, and 2012?

Answer:

2012	82,538
2013	63,081
2014	57,416

Question 21: What is the default rate on payment plans?

Answer: This information is not needed to respond to the RFP.

Question 22: Besides parking and traffic camera violations what other fines or fees does the City recover before releasing a boot?

Answer: Currently, any/all parking, red light, and automated speed camera violations and related fees(e.g., boot, towing, storage, GOA fees, etc.).

Question 23: Any future payments for payment plans collected by the City?

Answer: This question is unclear. However, if a debtor makes a payment, whether it be a current payment due or a payment that is not yet due, the payment is accepted by the City.

Question 24: At what time would the boot sample be required?

Answer: At the time of Proposal submittal.

Question 25: Describe your payment plan process as it exist today.

Answer: Payment plans for parking, red light camera and automated speed enforcement violations are currently administered by the City's collection firms. A motorist with a booted vehicle must enter into a payment plan in-person at one of the City's payment centers or at the auto pounds. Collection firm staff are available at the payment centers to research outstanding debt, determine the appropriate terms of the payment plan (hardship or standard) calculate down payment and monthly payment amounts, and execute the agreement with the motorist. These functions are performed by

payment representative staff at the auto pounds. Payment plan terms are governed by Municipal Code section 9-100-101. In general, the payment terms for motorists with a booted vehicle are as follows:

Qualifying hardship participants with a booted vehicle:

- A down payment of the greater of 25% of Vehicle Debt or \$250.00 may be required.
- All outstanding boot, tow, tamper and storage fees must be fully paid in addition to the down payment.
- Subsequent payments may be made over a period of up to 12 months.

Non-qualifying hardship participants with a booted vehicle:

- A down payment of \$750 or 50% of the Vehicle Debt, whichever is greater, is required.
- Payments can be made over a period of 1 year.
- All outstanding boot, tow, tamper and storage fees must be fully paid in addition to the down payment.

Question 26: When will the addendum be sent out?

Answer: See attached addendum.

Question 27: Is it the intent of the City to privatize the entire booting function?

Answer: No.

Question 28: Will the City award a contract if only one company responds to the RFP?

Answer: Yes.

Question 29: Will the City award a contract if only one company responds to the RFP?

Answer: See Answer to Question #28.

Question 30: How do the Finance and Revenue Departments work together on this project?

Answer: The Finance and Revenue Departments merged in 2012. There is no distinction.

Question 31: Has the City discussed a similar project with other cities? If so, which cities?

Answer: New York City, Seattle and Syracuse.

Question 32: Will all questions submitted today, such as this one, be addressed by addendum?

Answer: Yes.

EXHIBIT 12: SAMPLE ADHESIVE BOOTING NOTICE

THIS VEHICLE HAS BEEN IMMOBILIZED ("BOOTED") BY THE CITY OF CHICAGO FOR FAILURE TO TIMELY PAY OR CONTEST PARKING, COMPLIANCE, OR RED LIGHT TICKETS.

Any vehicle registered in your name becomes boot eligible when you accrue 3 or more delinquent parking/red light tickets issued to any vehicle registered in your name, and/or 2 delinquent tickets older than one year.

DO NOT TAMPER WITH THE BOOT. THE BOOT IS CITY PROPERTY. THE OWNER WILL AUTOMATICALLY BE ASSESSED A FEE OF \$750 OR MORE FOR ATTEMPTING TO REMOVE THE BOOT OR MOVE THE BOOTED VEHICLE (§ 9-100-120 of the Chicago Municipal Code).

Attempting to drive this vehicle could result in serious mechanical damage to the vehicle and/or severe injury to any occupants. Fees of \$750 and more also apply to any other person attempting to remove a boot or move the booted vehicle, including theft or damage to the boot. That fee also applies to any other person attempting to remove a boot or move a booted vehicle, including a tow truck driver. Further, the owner may be prosecuted under the Illinois Criminal Code, §§ 16-1 & 21-1.

You or an agent must pay a \$60 boot fee, \$400 for larger vehicles, applicable tow and storage fees, AND all fines and penalties associated with any license plates registered to you. Payment plans are available for parking ticket debt only.

TO PAY YOUR PARKING, COMPLIANCE, AND/OR RED LIGHT TICKETS AND FEES

You may secure the release of your vehicle by paying all outstanding parking, compliance, and red light violations and fees with cash or a credit card (personal checks and money orders cannot be accepted) or, if you qualify, participating in a payment plan. Enforcement personnel are not allowed to solicit or accept payments, and offering payment to enforcement staff is prohibited. Payment may be made at any of the following Department of Revenue facilities:

<p>City Hall Department of Finance 121 North LaSalle Street Mon.-Fri. 8:00 am-5:00 pm Hearings not available</p>	<p>Department of Finance (Southwest) 4770 South Kedzie Avenue Mon. 8:00 am-6:30 pm Hearings not available Saturday—Closed</p>	<p>O'Hare Airport City Auto Pound, Lot F 6545 N. Mannheim Rd. 24 Hours/7 Days/Week Hearings not available</p>	<p>FOR IMPOUNDED/TOWED VEHICLES ONLY City Auto Pounds 2 and 6 103rd & Doty (Pound 2) and 701 N. Sacramento (Pound 6) 24 Hours/7 Days/Week Hearings not available</p>
<p>Department of Finance (North) 2550 West Addison Street Mon. 8:00 am-6:30 pm Hearings 8:00 am-4:00 pm Saturday—Closed</p>	<p>Department of Finance (South) 2006 East 95th Street Mon.-Fri. 8:00 am-6:30 pm Hearings 8:00 am-4:00 pm Saturday—Closed</p>	<p>Department of Finance (Central) 400 West Superior Street, 1st Floor M-F, 8:00 am-4:30 pm Saturday, 8:00 am-3:30 pm Hearings Mon.-Fri. 9:00 am-4:00 pm Hearings Sat.—9:00 am-3:00 pm</p>	<p>Midway Airport Limo/Taxi Building 5600 S. Kilpatrick 24 Hours/7 Days/Week Hearings not available</p>

Booted motorists may qualify for a payment plan (for details please contact 312.744.PARK). Generally, there are two types of payment plans:

1. General Parking Ticket Payment Plan for Booted Motorists: To participate you must: Make a deposit of \$750.00 or 50% of your parking and red light ticket debt, whichever is greater, and pay all outstanding boot, towing, storage, and other fees.

2. Hardship Parking Ticket Payment Plan: To participate you must: prove that you are participating in a qualifying assistance program or are a senior age 65 and older, a current student or member of the military or student or member of the military that has graduated or been discharged within 180 days respectively and meet other qualifying criteria, you must pay all outstanding boot, storage and tamper fees to enter a payment plan.

You must secure the release of the boot within 24 hours of the time and date reflected on this notice to avoid impoundment. The City of Chicago may tow your car after 24 hours.

If your car has been towed, you may locate it by calling 312.744.PARK or checking online at cityofchicago.org. Owners of towed vehicles are required to pay a \$150 impoundment fee or more and applicable storage fees of at least \$20 per day for the first 5 days and \$35 per day for each day thereafter. Your car will only remain in a City auto pound for 21 days. You may, however, request a 15-day extension by contacting 312.744.PARK.

To contest the booting or impoundment of your vehicle: the owner or his or her agent has the right to a hearing to challenge the booting/towing of this vehicle. To exercise your right, you must appear in person at a facility holding hearings noted above and complete a request form within 14 days of the date at the bottom of this notice. A hearing must be held within 48 hours of a receipt of a hearing request form unless mutually agreed. If you fail to make this request or appear at the hearing, you will have waived your right to the hearing. In order to qualify as an "agent" you must have a letter, signed and notarized, from the registered owner of the vehicle. Payment of tickets is an admission of liability. You cannot contest this immobilization after payment.

Lic. Plate No.	State	Immobilization Device	Date	Time	A.M.	P.M.	Device Installer	Signature	Badge
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3023-09-01-10-17

EXHIBIT 13: BOOT HEARING STATISTICS (2012-2014)

Hearing Type	Disposition	Disposition Year			Sum Totals
		2012	2013	2014	
Boot	Bankruptcy	37	40	58	135
	Erroneous	178	189	164	531
	Justified	761	825	754	2,340
	Justified/CC Reversed	0	1	1	2
	No Standing	28	22	11	61
Boot Totals:		1,004	1,077	988	3,069

Hearing Type	Disposition	Disposition Year			Sum Totals
		2012	2013	2014	
Pre-Seizure	Bankruptcy	1	5	2	8
	Erroneous	30	33	33	96
	Justified	133	176	159	468
	No Standing	6	6	3	15
Pre-Seizure Totals:		170	220	197	587

Hearing Type	Disposition	Disposition Year			Sum Totals
		2012	2013	2014	
Tow	Bankruptcy	23	74	63	160
	Erroneous	46	58	56	160
	Justified	217	242	236	695
	Justified/CC Reversed	0	1	0	1
	No Standing	16	9	6	31
Tow Totals:		302	384	361	1,047

Lump Sum Totals of All Hearing Types:	Disposition Year			Sum Totals
	2012	2013	2014	
		1,476	1,681	1,546

**CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES**

**JAMIE L RHEE
CHIEF PROCUREMENT OFFICER**

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES

JANUARY 12, 2015

ADDENDUM NO. 2

To

REQUEST FOR PROPOSAL (“RFP”)

FOR

**SELF RELEASE VEHICLE IMMOBILIZATION DEVICES AND ASSOCIATED
SERVICES
SPECIFICATION NO: 125103**

Consisting of Sections I – IV including this Acknowledgment.

IV. ADDENDUM RECEIPT ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum No. 2 to the RFP named above and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

Signature of Authorized Individual

Title

Name of Authorized Individual (Type or Print)

Company Name

Business Telephone Number

**Complete and Return this Acknowledgment by email to
altha.riley@cityofchicago.org**