

**Request for Proposal
for
TVM Cash Collection**



March 26, 2018

**TVM Cash/Coin Collection and Deposit
The Loop Trolley Company**

The Loop Trolley Company (LTC) is requesting proposals for scheduled collection and deposit of cash and coins at thirteen separate ticket vending machines (TVMs) used to purchase fares for the Loop Trolley system in St. Louis, MO and University City, MO. The LTC was formed in 2001 with the mission to bring a fixed track trolley back into operation in St. Louis. Construction of the heritage trolley system is performed by the Loop Trolley Transportation Development District (TDD) along a 2.2 mile route in the City of St. Louis and University City in St. Louis County, Missouri. The LTC is responsible for operating and maintaining the trolley system under contract to the TDD once construction is complete. The LTC will collect fares on the system, which will be used to pay a portion of its operating costs.

After reviewing the proposals, LTC's Board of Directors will select a vendor for TVM cash/coin collection from among the respondents to the RFP.

Final responses to this RFP are due on Monday, April 23 at 5:00 pm local time. All materials submitted in response to this RFP become the property of the LTC and will not be returned.

Respondents should submit four original paper copies of the submittal, one electronic copy and one copy of any supporting materials to:

Mr. Kevin Barbeau, Executive Director
The Loop Trolley Company
5875 Delmar Blvd.
St. Louis, MO 63112
kbarbeau@looptrolleycompany.org

Any questions about this solicitation should be submitted by email to Kevin Barbeau, at the address listed above.

1. Background

The Loop Trolley Company (LTC) is interested in securing cash/coin collection and deposit services for thirteen (13) ticket vending machines (TVMs) located along the 2.2 mile alignment of the new Loop Trolley heritage trolley system in St. Louis, MO. The LTC will be the operator of the system under contract to the Loop Trolley Transportation Development District (TDD), a unit of local government that is the system owner.

The LTC is a Missouri not-for-profit corporation, qualified under IRS Code section 501(c)(3), was created in 2001 with the sole mission of bringing fixed track trolley services back to St. Louis. The TDD, a taxing district, received a federal grant and funds from the city of St. Louis, St. Louis County and the Great Rivers Greenway District to design and build the trolley and selected the LTC to operate and maintain the system. The TDD also collects sales tax revenue from retail sales within the district along the trolley route, which will be used to support trolley operations. The LTC was a recipient of federal New Markets Tax Credits, most of which is being used to support construction of the project. Other sources of funding will include passenger fares, advertising revenues, fundraising, and revenue that might be produced by ancillary functions.

With passenger operations commencing shortly, the LTC is preparing to operate, maintain, promote and support the Loop Trolley by managing the system in partnership with the TDD that owns the trolley system. The system will operate in a 2.2 mile corridor, with both double and single track segments. There are 10 stations and 13 platforms. Anticipated ridership will be about 300,000 passengers annually. Additional information on the system can be found at www.looptrolley.com.

The Loop Trolley will connect people, neighborhoods, and the past & present through a unique, nostalgic, public transit experience. Our historic, restored electric trolley cars and fixed track route provide a sustainable, fun and new alternative in public transportation. Connecting the Loop Business district with Forest Park, Washington University, University City, the Missouri History Museum, and St. Vincent Greenway, this heritage transit experience will be unique to the St. Louis region. The trolley is scheduled to open for service in Spring 2018.

Fare revenue is about a third of the LTC budget. The fare structure has been set at \$2.00 for a two-hour pass, and \$5.00 for an all-day pass, with federally-mandated 50% reductions for senior passengers and passengers with disabilities. The LTC is also looking at options for special passes (monthly, annual, etc.) as a future option. We will not have interoperability with other fare collection systems at start of service, but discussions are ongoing as to how a transfer system could be implemented in the future.

II. Scope of Work

The LTC is soliciting proposals from qualified firms or individuals to provide regularly—scheduled and special-service cash/coin collection and deposit services in accordance with the

scope of work shown below. The selection will be made by the LTC Board of Directors. The agreement with the selected firm(s) will be in the form of a written contract.

The LTC intends to contract with one vendor to collect cash/coins stored at thirteen (13) TVMs located along the 2.2 mile Loop Trolley alignment. TVMs are set up to accept American currency including various denominations of bills and coins, as well as major credit cards. LTC holds manuals and materials for the specifications, install, and servicing of the TVMs. The selected cash collection vendor will receive access to relevant materials once selected.

Respondents will identify qualifications and costs for a mutually-agreed upon standard collection schedule for all 13 TVMs, of no less than one weekly collection per TVM, and no more than three weekly collections per TVM for the first six months of contracted services, during which time we – along with the selected collections vendor – will assess fare purchase trends. Additionally, respondents will identify qualifications and costs for special collections initiated by LTC on an as-needed basis when multiple or individual TVMs are close to or at capacity for collected bills and/or coins.

The selected vendor will be responsible for assuring its employees servicing the contract follow the TVM operating procedures at all times when opening the TVM, removing and replacing cash/coin collection modules and their contents, and closing/securing the TVM.

The selected vendor will identify a safe and secure process tracking through access and collection at TVMs, accurate written or printed receipts noting time/day/TVM location/amount collected, secured transport for final accounting, and process for depositing directly to LTC account, or issuing a wire transfer or electronic payment to LTC account.

III. General Statements

The following general statements pertain to the Loop Trolley Company TVMs:

1. TVMs are solar-powered.
2. Selected contractor will retrieve collections from Coin collection canister (“coinbox”) and bill collection module (“note stacker”).
4. TVMs verify and accept a variety of bills, as well as nickels, dimes, quarters, and standard dollar coin variations.
2. TVMs communicate to a back-office program via 4G wireless connection through which LTC will access live system information pertaining to inventory, usage, maintenance, and cash & coin collected/stored.
3. Program function enables collections vendor to print collection report for individual TVMs.
4. TVMs utilize several security measures and devices to prevent unapproved access.

5. LTC can remotely identify the status and capacity of TVMs.

IV. Content of Response

Proposals in response to this request should be directed to Kevin Barbeau, Executive Director at the Loop Trolley Company, 5875 Delmar Blvd., St. Louis, MO 63112, no later than 5:00pm local time on Monday, April 23rd. Four copies of the proposal should be enclosed, along with a letter from a principal committing the proposal for a minimum of 90 days. An electronic copy of the proposal should also be sent by email to kbarbeau@looptrolleycompany.org. The following items must be addressed in all proposals.

1. A general description of your firm's experience relevant to the scope of work.
2. A description of transit fare or parking fare collection contracts currently active or active within the last five years. Provide the client name, a description of the project and a contact person and phone number.
3. A detailed description of the methods, equipment, schedule and staffing that will meet requirements of the scope of work by which the TVM cash/coin collection services will be provided to the LTC.
4. A cost proposal to provide standard schedule cash collection services to 13 total TVMs on a once-weekly, twice-weekly, and thrice-weekly schedule, including secured collection, transportation and deposit of all cash and coin collected from each.
5. A cost proposal to provide special request services to multiple or individual TVMs that have reached or almost reached their capacity outside of the standard schedule for collections.
6. Examples of standard insurances in place, and additional insurances/certificates provided on similar contracts or services.

IV. Evaluation Criteria

The contract award will be made to the responsible vendor whose proposal, after negotiation, is determined to best meet the evaluation criteria shown below.

1. Understanding the scope of work and ability to fully meet the expectations of same.
2. Recent and relevant experience with similar cash/coin collection services.
3. Experience, capabilities and availability/quantity of individuals assigned to the contract.
4. Cost of standard collection services

5. Cost of special-request collection services.
6. Proposed activities and/or options that exceed the minimum requirements of this RFP that might identify or address potential issues or concerns related to the scope of work.

V. Selection Procedure

The LTC's Board of Directors will select a vendor to provide TVM cash/coin collection services after considering the evaluation criteria shown in Section IV above.

This request does not commit the LTC to award a contract, to pay any costs incurred in preparation of a response to this invitation, or to procure or contract for services or supplies. The LTC reserves the right to accept or reject any or all responses received as a result of this request, or to cancel this request in part or in its entirety if it is in the best interest of the LTC to do so. Respondents shall not offer any gratuities, favors or anything of monetary value to any officer, employee, agent or director of LTC for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted as a result of the Request for Proposal.

All proposals submitted hereunder become the exclusive property of the LTC.

VI. Other Information

Inquiries about this request should be directed to Kevin Barbeau at the following address and/or phone number: kbarbeau@looptrolleycompany.org or 314.725.5000 x7007. Additional information or clarification will be provided by email as needed.