



REQUEST FOR PROPOSALS
INSTRUCTIONS AND SPECIFICATIONS FOR:

Village of Oak Park
REQUEST FOR PROPOSALS
Unified Parking Enforcement, Citation, Permit, and Mobility Management System
Date Issued: May 1, 2026
Proposal Due Date: June 12, 2026, 2pm Central Time

The Village of Oak Park (“Village”) is requesting proposals from qualified contractors to provide a Unified Parking Enforcement, Citation, Permit, and Mobility Management System to support the Village’s parking enforcement operations, permit administration programs, citation processing, and related parking and mobility management services.

The Village intends to implement a modern, cloud-based platform capable of supporting the operational needs of the Development Services Department Parking and Mobility Services Division. The proposed system shall provide a centralized solution that integrates:

- citation processing and management
- parking permit and vehicle licensing administration
- parking enforcement operations
- customer self-service tools
- reporting and analytics
- integration with third-party parking technologies

The system should support integration with existing and future technologies utilized by the Village, including enforcement equipment, payment platforms, and other mobility systems through secure system integrations and open application programming interfaces (APIs).

The Village seeks a solution that improves operational efficiency, enhances customer service, and provides scalable technology capable of supporting future parking and mobility initiatives.

Activity Schedule	Timeline
RFP Published	May 1, 2026
All Questions Due	May 18, 2026 2pm Central Time Email to: marlin.jackson@oak-park.us Attention: Marlin Jackson, Parking and Mobility Services Manager, Department of Development Services
Posting of Answers	May 29, 2026 Website: https://www.oak-park.us/bid
Proposals Due	June 12, 2026 2pm Central Time Email to: marlin.jackson@oak-park.us



	Attention: Marlin Jackson, Parking and Mobility Services Manager, Department of Development Services
Anticipated Award Date	July 20, 2026

A pre-proposal conference will be conducted to provide proposers with an overview of the project and to address questions related to this Request for Proposals. Conference details will be provided in advance of the meeting.

Proposers shall complete and submit all required forms and documentation for each section included in their proposal.

I. REQUEST FOR PROPOSALS - INSTRUCTIONS

The Village anticipates the following general timeline for this Request for Proposals (“RFP”). The following dates are subject to change:

All proposals must be received by the specific time set forth above. Proposals received after the specified time will not be accepted. Proposals must be signed by an officer of the company who is authorized to enter into agreements on behalf of the company.

Each proposer shall submit one (1) electronic copy of their response via email in PDF format with the subject line:

“Request for Proposals – Unified Parking Enforcement, Citation, Permit, and Mobility Management System”

Proposals over 25MB in email size may be rejected and will be required to be sent in smaller multiple emails.

In addition, each proposer shall submit one (1) original bound hard copy of the proposal. Hard copy submissions must be delivered to the address listed above by the proposal due date and time. The electronic copy must match the hard copy submission. In the event of any discrepancy between the electronic and hard copy versions, the hard copy shall govern. Proposals should be printed double-sided where possible.

The Village reserves the right to accept or reject any and all proposals and to waive any technicalities.

The documents constituting this request for proposals are listed below. Respondents are responsible for the completion of Sections V through IX in their entirety and in the order presented below. Proposals should be limited to 100 pages. Missing information or proposals that are deemed by the Village to be incomplete will not be considered for award.

- V. PROPOSAL SUBMITTALS (STATEMENT OF WORK TO BE PERFORMED)
- VI. ORGANIZATION OF FIRM



- VII. COMPLIANCE AFFIDAVIT
- VIII. M/W/DBE STATUS AND EEO REPORT
- IX. REFERENCES FORM
- X. PROFESSIONAL SERVICES AGREEMENT

The selected contractor will enter into a Professional Services Agreement (“Agreement”) in substantially the form attached hereto in Section X.

Section I. General Requirements

A. Presentation for Request for Proposals

- a. The Village reserves the right, at its sole discretion, to select a short list of proposers to present their proposal, respond to questions, demonstrate their proposed solution, and provide supplemental information related to their proposal.
- b. Proposers selected for the short list may be required to participate in system demonstrations, interviews, or technical review sessions as part of the evaluation process.

B. Proposer Notification

- a. Proposers will be notified in writing regarding requests for additional information, clarification questions, short-list selection, or final award decisions.

C. Award of Agreement

- a. An agreement may be executed once one or more respondents are determined to be qualified and the evaluation committee has identified the proposer determined to provide the best value to the Village. The award recommendation will be submitted to the Village Board of Trustees for approval.
- b. Any agreement with a selected contractor must be reviewed and approved by the Village Attorney, authorized by the Village Board of Trustees, and executed by the Village Manager.
- c. Proposers are advised that Village staff, other than the Village Manager, have no authority to enter into agreements or modify existing agreements on behalf of the Village. Any such agreements shall be considered null and void.

D. Taxes Not Applicable

- a. The Village as a municipality pays neither federal excise tax nor Illinois retailer’s occupational tax.

E. Interpretation of the Request for Proposal Document

- a. Any proposer in doubt as to the meaning of any portion of this Request for Proposals



may submit a written request for interpretation to the Village.

- b. Requests for clarification shall be submitted in accordance with the procedures identified in this RFP.
- c. If the Village determines that a clarification or interpretation is necessary, such interpretation will be issued in the form of a written addendum.
- d. Addenda issued by the Village will be posted on the Village website and any applicable procurement platforms. It is the responsibility of all proposers to ensure they have obtained and reviewed all addenda issued prior to submitting their proposal.

F. Competency of Proposer

- a. No proposal will be accepted from, nor agreement awarded to, any individual, firm, or corporation that is in arrears or in default upon any debt or agreement with the Village.
- b. Upon request, proposers must provide satisfactory evidence demonstrating their ability, experience, technical capability, facilities, and financial resources necessary to perform the services described in this Request for Proposals.

G. Subletting of Contract

- a. No contract awarded by the Village of Oak Park shall be assigned, transferred, or subcontracted in whole or in part without the prior written consent of the Village.
- b. Any such consent shall not relieve the selected contractor of its responsibilities or obligations under the agreement.

H. Village Ordinances

- a. The contractor shall comply with all applicable ordinances, regulations, and codes of the Village of Oak Park and all applicable laws of the State of Illinois.

I. Term of Agreement

- a. The initial agreement shall be for a period of three (3) years. The Village may renew the agreement for two (2) additional one-year terms upon mutual agreement between the Village and the contractor.
- b. The Village retains the right to renew the agreement under the same terms and conditions upon mutual agreement with the contractor.
- c. Price adjustments may be requested once per renewal period and must be supported by appropriate documentation demonstrating that the requested increase reflects general industry conditions.
- d. Any requested adjustment shall be based upon the percentage change in the Consumer Price Index (CPI) as published by the United States Department of Labor, Bureau of Labor Statistics, for the Chicago-Naperville-Elgin metropolitan area.
- e. Under no circumstances shall any annual price adjustment exceed five percent (5%) of the previous year's cost of services.
- f. If the contractor fails to adequately justify a requested increase, the Village reserves the right to reject the request and terminate the remaining term of the agreement.
- g. If price reductions occur during the agreement period, the Village shall receive the benefit of such reductions.

J. Payments



- a. The contractor shall submit monthly invoices to the Village for services rendered.
- b. Invoices shall include sufficient detail describing the services performed during the billing period.
- c. The Village will process payment within thirty (30) days following approval of the invoice.
- d. Charges for late payments must comply with the Local Government Prompt Payment Act (50 ILCS 505/1), which allows a maximum interest penalty of 1% per month or portion thereof.

K. Termination for Non-appropriation of Funds

- a. The Village reserves the right to terminate any multi-year agreement if the Village Board of Trustees fails to appropriate funds for the agreement in any subsequent fiscal year. All payments beyond the current fiscal year are subject to annual appropriation by the Village Board.

L. Proposer Personnel Assigned to the Village of Oak Park Account(s)

- a. The Village reserves the right to approve or reject any personnel assigned by the contractor to manage the Village account. If the contractor fails to provide personnel acceptable to the Village, the Village reserves the right to terminate the agreement.

M. Confidentiality

- a. The contractor shall maintain the confidentiality of all Village data, records, and information obtained during the performance of the agreement. Such information shall not be disclosed to any third party without the prior written consent of the Village, except as required by law.

N. Insurance Requirements

- a. The selected contractor must purchase and maintain for the length of the agreement the lines of insurance described in this section. All insurance coverage shall be on an occurrence basis. The contractor shall provide evidence of such insurance to the Village together with its proposal and will provide evidence that the Village has been added as a named insured, where applicable, before commencement of the services and on an annual basis thereafter. Certificates of Insurance shall contain a clause stating that the coverage afforded by the policies listed will not be canceled or materially altered, except after forty-five (45) days advance written notice to the Village. The contractor shall secure the following endorsements to each of the required policies: "It is understood and agreed that the insurance company will give not less than forty-five (45) days advance written notice of any cancellation or material change under any of these policies to the Village of Oak Park. *"In the event that such notice is not given to the Village of Oak Park at least forty-five (45) days prior to cancellation or material change, the policy will continue in full force and effect for the benefit of the Village as if such change or cancellation had not occurred."* The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:



- b. Commercial General Liability:
 - i. Coverage to include, Broad Form Property Damage, contractual and Personal Injury.
 - ii. Limits:
 - i. General Aggregate \$ 2,000,000.00
 - ii. Each Occurrence \$ 2,000,000.00
 - iii. Personal Injury \$ 2,000,000.00
 - iii. Coverage for all claims arising out of the Proposer's operations or premises, anyone directly or indirectly employed by the Proposer.
- c. Workers' Compensation:
 - i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who perform work pursuant to the agreement, and in case work is subcontracted, the Proposer shall require each subcontractor similarly to provide Workers' Compensation Insurance. In case employees engaged in hazardous work under this Agreement are not protected under said worker's compensation insurance, the Proposer shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.
- d. Comprehensive Automobile Liability:
 - i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.
 - ii. Limits:
 - 1. Combined Single Limit \$1,000,000.00
- e. Umbrella:
 - i. Limits:
 - 1. Each Occurrence/Aggregate \$5,000,000.00
- f. The Village, its officers, officials, employees and agents shall be named as additional insureds on all insurance policies set forth herein except Workers' Compensation and Professional Liability. The Proposer shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officers, officials, employees and agents.
 - i. The contractor understands and agrees that any insurance protection required by the agreement or otherwise provided by the contractor shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village, its officers, officials, employees and agents as herein provided.

O. Hold Harmless and Indemnity

- a. The contractor shall defend, indemnify, and hold harmless the Village of Oak Park and



its officers, officials, employees, and agents from and against any and all claims, damages, losses, liabilities, and expenses, including reasonable attorney fees, arising out of or resulting from the contractor's performance of the agreement.

P. References

Please see Section 2 17.4



Section II.

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1 INTRODUCTION

The Village of Oak Park, Illinois, located immediately west of the City of Chicago, encompasses approximately 4.5 square miles and is home to approximately 55,000 residents. Due to its proximity to Chicago and its active residential and commercial districts, the Village administers a comprehensive parking program designed to support residents, visitors, and local businesses while promoting accessibility, mobility, and the effective use of public parking resources.

Through this Request for Proposals (RFP), the Village is seeking qualified Proposers to provide a Unified Parking Enforcement, Citation, Permit, and Mobility Management System capable of supporting the Village's current parking operations and anticipated future mobility management needs.

The purpose of this RFP is to procure a comprehensive system and associated services that support the administration of parking enforcement, citation processing, permit management, and related parking and mobility programs. The system shall provide a centralized, integrated platform capable of supporting citation issuance, permit administration, enforcement technologies, customer services, reporting, and system integrations.

The selected Vendor shall provide a fully integrated solution that includes the following components and services:

- Hardware and software required for citation issuance
- Vehicle-based License Plate Recognition (LPR) technology to support enforcement operations
- Software platforms for the administration and management of citations and permits
- A customer-facing portal allowing users to manage citations, submit citation contests, and purchase or renew permits
- PCI-compliant payment processing for citations and permits
- Customer support services for Village staff via phone and email
- Ongoing training for Village staff
- Technical support, system maintenance, and system updates
- Comprehensive reporting and analytics capabilities
- Integration with Department of Motor Vehicle (DMV) inquiry services
- Integration with other parking and mobility-related technologies utilized by the Village
- Ability to transfer unpaid citations through the Illinois Debt Recovery Offset Portal
- Support for Illinois driver's license suspension processing
- Payment processing for mail-in payments
- Notice mailing services for outstanding citations
- Permit renewal notifications via mail or email
- Permit fulfillment services
- Secondary collections services

The Village prefers a single Vendor to supply the hardware, software, and processing services required to support the system in order to ensure seamless system integration, operational efficiency, and accountability. However, a prime contractor may propose subcontractors to perform certain services, provided that all subcontractors are clearly identified in the proposal and their responsibilities are fully defined.

The Citation Processing Management System (CPMS), Permit Management System (PMS), and License Plate Recognition (LPR) components shall be fully integrated and supplied by the same Vendor. Any subcontractors identified within the proposal shall remain fully responsible to the prime contractor for the satisfactory performance of their services.



The Village seeks a scalable solution capable of adapting to evolving parking technologies and supporting future operational and mobility initiatives.

2 **DEFINITION OF TERMS**

- 2.1. Adjudicator/Administrative Law Judge. A hearing officer that presides over citation contests and issues a decision.
- 2.2. API (Application Programming Interface). A set of protocols and tools that allow different software systems to communicate and exchange data.
- 2.3. Correspondence forms. Forms used to respond to customers regarding appeal decisions.
- 2.4. Proposer. Companies responding to this Request for Proposals process.
- 2.5. BS&A Software. Refers to the software program that is in use by the Village to perform financial and accounting functions in the Village Hall. The selected vendor shall interface with BS&A software to provide payments related to parking citations and permits that are processed through the Vendor's software.
- 2.6. Cloud-Hosted System. A system hosted on remote servers and accessed through secure internet connections rather than installed locally on Village hardware.
- 2.7. Contest. A submission to the Adjudication department requesting a review of a citation that a citizen/respondent asserts was issued in error.
- 2.8. CPMS. Citation Processing Management System. The integrated hardware, software, services, and operational components used to manage the issuance, processing, adjudication, payment, and collection of parking citations.
- 2.9. CSO. Community Service Officer. This position reports to the Police Department and issues parking citations.
- 2.10. DMV. Department of Motor Vehicles. In Illinois, the Secretary of State.
- 2.11. Drive-off citation. A citation that is in process of being issued when the potential violator drives away prior to citation completion. These citations shall be printable for mailing to the violator.
- 2.12. Emergency issues. Issues that prevent staff from performing parking-related functions as a result of system failure, such as inability to issue citations, process payments, print receipts or permits.
- 2.13. Hearing packet. For all citations that request a hearing, staff shall have the option to prepare an online or printed file that includes the citation and all supporting documentation, including any information supplied by the customer, along with all citation history.
- 2.14. IDRDP. Illinois Debt Recovery Offset Portal. Refers to the portal that enables the transfer of unpaid citations from the Village to the State for purpose of collection. Illinois legislature created the Local Debt Recovery Program ("LDRP") through Public Act 97-0632. Under this program, units of local government are able to collect unpaid debt through the Illinois Office of the Comptroller ("IOC").
- 2.15. IL SOS. Illinois Secretary of State. The official agency that provides names and addresses of registered vehicle owners. Also referred to as the DMV.
- 2.16. LPR. License Plate Recognition. Technology used to capture and process vehicle license plate information for enforcement, permit verification, and parking compliance purposes.
- 2.17. Non-emergency issues. Requests by Village staff to the Vendor for issues such as reporting requests, training requests, feature questions and maintenance issues.



- 2.18. NSF. Non-sufficient funds. A check returned by the bank for non-sufficient funds.
- 2.19. Pass. Parking pass. This refers to parking passes that are often issued to override the Village's overnight parking ban. Passes may also override some daytime restrictions and may be issued for medical, construction or other reasons. Some passes are free and others are paid.
- 2.20. Pay-by-plate. A parking payment method in which a vehicle's license plate is entered into a payment system or mobile application to purchase parking time. The license plate is used by parking enforcement to confirm that payment has been received.
- 2.21. Pay-by-space. A method by which drivers parking in a space that requires payment will note the location and space number and enter this information either into a pay station or mobile application upon payment. The location and space number are used by parking enforcement to confirm that payment has been received.
- 2.22. PEO. Parking Enforcement Officer. This is the staff position that is responsible for issuing parking citations along with Police Officers, and Community Service Officers (CSOs)
- 2.23. Permit. Parking permit that is valid for either daytime or overnight parking in select zones within the Village. Permits are purchased on a quarterly basis.
- 2.24. PMS. Permit Management System. The software platform and associated tools used to manage the issuance, renewal, validation, and administration of parking permits.
- 2.25. PO. Police Officer.
- 2.26. Situs. The place to which, for purposes of legal jurisdiction or taxation, a property belongs.
- 2.27. Subsidized permits. Permits that are reduced in rate to accommodate residents and business district employees that earn below a certain wage.
- 2.28. System downtime. The period during which the system is unavailable for its intended use by Village staff or customers, excluding scheduled maintenance.
- 2.29. TIBA. The vendor that supplies Parking Access Revenue Control systems (PARCs) in Oak Park garages.
- 2.30. USPS. United States Postal Service.
- 2.31. Vehicle sticker, also known as a Vehicle decal. A vehicle sticker/decal is required to be purchased and displayed in all vehicles registered with the Illinois Secretary of State to residents of the Village and any vehicle with a quarterly permit.
- 2.32. Vendor. The entity selected by the Village through this RFP to provide the Unified Parking Enforcement, Citation, Permit, and Mobility Management System and related services.
- 2.33. Village. The Village of Oak Park, Illinois.
- 2.34. VIN. Vehicle identification number.
- 2.35. Virtual permits. Permits that are enforced by the vehicle's license plate and do not require a physical permit.
- 2.36. White-label. A white-label website shall have custom text, colors and logo that are specific to the Village's requirements



3 TIMELINE AND DELIVERY

- 3.1. Release of RFP – May 1, 2026
- 3.2. Pre-Proposal Meeting – May 11, 2026
- 3.3. Due Date for RFP Questions – May 18, 2026
- 3.4. Response to RFP Questions Posted – May 29, 2026
- 3.5. Proposal Due Date – June 12, 2026
- 3.6. Short-List of Vendors Posted – June 22, 2026
- 3.7. Use of Test Environment/Vendor Demonstrations and Interviews – June 29, 2026 – July 27, 2026
- 3.8. Contract Award Decision – Aug 3, 2026
- 3.9. Contract Negotiations – Aug 10, 2026 – September 11, 2026
- 3.10. System Implementation and Go-Live Preparation – September 18, 2026 – November 30, 2026

4. BACKGROUND

The Village of Oak Park issues approximately 75,000 parking citations annually, generating approximately \$3,000,000 in revenue each year.

The Village's permit program issues approximately 30,000 permits annually, including resident permits, visitor permits, temporary permits, employee permits, overnight passes, and vehicle licenses (stickers). These permits generate approximately \$3,800,000 in revenue per year.

In addition, the Village processes approximately 6,000 citation contest requests annually through its administrative adjudication process.

These operational volumes represent important considerations in the design, functionality, and capacity requirements of the proposed Citation Processing Management System (CPMS) and Permit Management System (PMS).

4.1 Citations

Citation management operations are administered by the Development Services Department – Parking and Mobility Services Division, which is responsible for managing citation processing, permit administration, customer service, and related parking operations.

Parking Enforcement Officers (PEOs) issue approximately 60,000 handheld citations annually. In addition, Police Officers (POs) and Community Service Officers (CSOs) issue the remaining citations manually, totaling approximately 15,000 citations per year, for an annual total of approximately 75,000 citations issued by the Village.

The Development Services Parking and Mobility Services Division is responsible for administering citation payments, permit sales, customer inquiries, and other parking-related services.

Citation contests, immobilization hearings, driver's license suspension processing, and bankruptcy-related matters are administered by the Office of Adjudication.

Upon receiving a citation, respondents have fourteen (14) days to respond. A response may take one of the following forms:

- Pay the citation
- Online
 - By mail



- In person at the Cashier's Office
- By dropping the payment in the overnight box at Village Hall

Appeal/Contest

- Online
- In writing (by hand delivery or mail)
- In person hearing

Citations that are issued in error may be voided through one of the following processes:

- 4.1.1. **Non-suit Motion** - If an officer determines that a citation was issued in error and fourteen (14) days have not passed since the citation was issued, the officer may submit a request for a Motion to Nonsuit. The officer must sign the request and submit it to the Parking and Mobility Services Manager or Assistant Manager for review and approval. The request is attached to a Motion to Nonsuit form. The Motion to Nonsuit must then be approved and signed by either a Village Attorney or the Adjudication Manager.
- 4.1.2. **Administrative Void** - In some cases, a citation issued by a Parking Enforcement Officer (PEO) may later be determined to be invalid due to administrative circumstances. For example, a respondent may have possessed a valid overnight parking pass that was not yet reflected in the system at the time the citation was issued. In these situations, the Parking and Mobility Services Division may perform an Administrative Void, which cancels the citation by reducing the balance to zero within the system database. The citation record remains in the system for auditing purposes.
- 4.1.3. **Motion to Vacate and Nonsuit** - If a citation was issued in error and more than fourteen (14) days have passed since the citation was issued, a Motion to Vacate and Nonsuit may be submitted to an adjudicator for review. A common basis for this motion is incorrect vehicle information such as "Wrong Make," which is typically identified after the Department of Motor Vehicles (DMV) registration match. Motions to Vacate and Nonsuit along with Motions to Nonsuit are presented to an adjudicator for a ruling and are differentiated from Administrative Voids that are handled as administrative functions.

4.2 Permits, Passes and Vehicles Licenses

The Village administers a comprehensive parking permit and vehicle licensing program that includes vehicle licenses, residential permits, visitor permits, employee permits, temporary passes, and other specialized parking permissions. Vehicle licenses are required for all vehicles registered with the Illinois Secretary of State listing Oak Park as the situs for the vehicle. Vehicle licenses are electronic and do not require physical display. Vehicle licenses are issued annually at a cost of \$74.00. Beginning January 1st, the cost is reduced to \$37.00 for the remainder of the license year. A late fee of \$20.00 shall be applied if a vehicle license is not obtained within thirty (30) days of establishing residency in the Village. A valid vehicle license is required prior to the purchase of any additional permits or passes issued by the Village. Vehicle licenses also provide limited parking privileges within the residents' immediate neighborhood. A valid vehicle license allows residents to override certain daytime parking restrictions within a defined geographic area surrounding their registered address. This area is generally configured in a linear "I-shaped" zone extending along the resident's block and adjacent connecting streets. For example, a resident located at 600 Clarence Avenue may utilize their vehicle license to park beyond standard daytime restrictions along



Clarence Avenue and portions of intersecting streets, as defined by Village policy. Please see Exhibit B. The proposed system must support geographically based permit privileges, including configurable zone boundaries tied to a resident's address, and must allow enforcement staff to verify eligibility in real time through license plate recognition (LPR) or other enforcement tools. The Village manages nineteen (19) on-street permit zones supporting both daytime and overnight parking, as well as limited 24/7 parking permits in designated areas. Permits may be issued on a quarterly or annual basis depending on the permit type and location. An overnight parking restriction is in effect between the hours of 2:30AM and 6:00AM; however, permit zones allow eligible residents to park overnight within designated locations. In addition to standard permits, the Village issues a variety of passes to accommodate short-term and situational parking needs. These include temporary passes that override certain parking restrictions, as well as medical and construction passes. The Village also offers single-use or short-term passes that may be utilized at Village-owned garage facilities for durations of up to thirty (30) days. Employee permits are also issued to support business district and organizational parking needs. The proposed system must support electronic permit and license management, including real-time updates, flexible rule configuration, automated proration, and integration with enforcement tools such as license plate recognition (LPR). The system shall support both short-term and long-term permit structures, including daily, temporary, quarterly, and annual durations, and provide full visibility to enforcement and administrative staff.

4.3. Paid Parking

Paid parking is available throughout the Village, including on-street locations and Village-owned garages. Payment is accepted through mobile payment applications, multi-space meters, and parking access and revenue control systems (PARCS), with options including coin, credit card, and digital/mobile payments. Enforcement is conducted using pay-by-plate methodologies supported by license plate-based verification tools. Integrated systems enable enforcement staff to confirm payment status in real time. For pay-by-plate locations, customers are required to enter the correct zone number when submitting payment; incorrect entries may result in a citation. The proposed system shall reduce user error through validation tools, intuitive interfaces, and confirmation prompts. The system must support real-time verification of payment status across all platforms and integrate with license plate recognition (LPR) technology to enable automatic vehicle identification, payment validation, and violation detection. The Village is seeking to enhance its paid parking operations through advanced, technology-driven solutions, with pay-by-plate functionality as a minimum standard. The proposed system must integrate with mobile payment platforms, PARCS, multi-space meters, enforcement tools, and third-party providers, while supporting real-time data exchange and centralized transaction management. The solution shall be scalable to accommodate future technology upgrades and provide comprehensive reporting and analytics to support operational efficiency, revenue management, and data-driven decision-making. The Village recognizes a need to upgrade existing parking meters and the technology used to enforce paid parking. Therefore, a pilot program was launched in July 2017 to test the pay stations available by various vendors. The pilot program will result in the selection of a new pay station vendor that supports pay-by-plate technology.

5. OVERVIEW OF REQUIREMENTS

The successful Proposer shall provide the Village with a fully integrated Unified Parking Enforcement, Citation, Permit, and Mobility Management System that includes Citation Processing Management System (CPMS), Permit and Vehicle License Management System



(PMS), enforcement hardware and software including handheld devices and license plate recognition (LPR) technology, a customer-facing web portal, payment processing, data integration services, and ongoing technical and operational support. The system shall support all aspects of parking enforcement, citation lifecycle management, permit and vehicle license administration, payment processing, adjudication support, and reporting within a centralized platform. High-level requirements include the following:

- 5.1. Comprehensive CPMS software supporting full citation lifecycle management
- 5.2. Comprehensive PMS software supporting permits, passes, and vehicle licenses.
- 5.3. Hardware and software for citation issuance, including mobile enforcement tools.
- 5.4. A vehicle-based LPR solution fully integrated with enforcement and payment verification.
- 5.5. Ongoing technical, operational, and client support for Village staff.
- 5.6. Name and address inquiries for violators through the Illinois Secretary of State and other state DMVs.
- 5.7. Delinquent citation processing, including notice generation and tracking.
- 5.8. Automated permit and vehicle license renewal notifications and communications.
- 5.9. Permit and parking access wait-list management capabilities.
- 5.10. A white-label, customer-facing web portal for payments, permits, appeals, and account management.
- 5.11. Training for Village staff on all system components, including hardware and software.
- 5.12. Configurable, real-time reporting and analytics across all system modules and data fields.
- 5.13. Processing and management of license suspensions for Illinois violators through the Illinois Secretary of State.
- 5.14. Integration with mobile payment platforms, PARCS, multi-space meters, financial systems, and other third-party technologies.
- 5.15. Real-time data exchange across all system components, including enforcement, payments, permits, and citations.

6. CPMS (CITATION PROCESSING MANAGEMENT SYSTEM) SPECIFICATIONS

The Village currently utilizes a third-party citation and enforcement management system to support its parking operations. The Village is seeking a comprehensive replacement solution that will modernize and unify citation processing, enforcement, permit management, and related functions into a single, integrated platform. The selected Vendor shall be responsible for the conversion and migration of all citation-related data identified by the Village, including open and closed citations, historical records, payment data, and associated documentation. The data migration process must ensure accuracy, completeness, continuity of operations, and preservation of relevant historical information. The Vendor shall clearly identify any third-party dependencies, additional modules, or licensing requirements necessary to meet the functionality outlined in this section.

6.1. Key Requirements

The proposed system shall, at a minimum, provide the following capabilities:

- 6.1.1. Support of Village violation codes, configurable by authorized Village staff and subject to change at no additional cost.
- 6.1.2. Drop-down menu pre-populated with addresses from a Village-supplied street database with validation controls to minimize entry errors.
- 6.1.3. Ability for Village staff to add comments to citation records.
- 6.1.4. Ability to add notes to multiple citations simultaneously.
- 6.1.5. Ability to upload and attach documents, images, and supporting evidence to citation records by both Village staff and customers through the system.
- 6.1.6. Inquiry functionality by citation number, license plate, plate type, customer name, and VIN.
- 6.1.7. Support for multiple owners or associated individuals linked to a single license plate.
- 6.1.8. Ability for customers to pay citations across multiple plates or accounts in a single transaction.
- 6.1.9. Integration with the Village's financial system (BS&A) to support secure, automated, and real-time exchange of citation and payment data, including reconciliation, audit tracking, and reporting functionality.
- 6.1.10. Integration with parking access and revenue control systems (PARCS) to support real-time validation of permit status, transaction activity, and payment status for enforcement, reporting, and operational workflows.
- 6.1.11. Ability to void citations using configurable Village-defined reason codes, including support for administrative voids and non-suit processes.
- 6.1.12. Ability for authorized personnel to adjust citation balances, including fines and penalties, with full audit tracking.
- 6.1.13. Ability to display and store photos and evidence captured during citation issuance.
- 6.1.14. Full audit trail of all system activity by user, including creation, modification, reassignment, and access of citation records.
- 6.1.15. Name and address inquiry capabilities through the Illinois Secretary of State and other state DMVs.
- 6.1.16. Processing and management of Illinois Secretary of State driver license suspensions in accordance with applicable statutes.
- 6.1.17. Ability to assign citations to collection status, including integration with third-party collection agencies, while maintaining payment capability and tracking.
- 6.1.18. Ability to flag commercial, fleet, and rental vehicles for specialized processing, including retention of both company and operator information.
- 6.1.19. Fully configurable, real-time reporting capabilities, including citation lifecycle status, aging reports, and enforcement activity.
- 6.1.20. Customer-facing web portal functionality that allows users to view, pay, and contest citations; upload documentation; and manage related account activity in real time.
- 6.1.21. Ability to associate individuals to vehicles based on effective dates for citations, permits, and enforcement actions.
- 6.1.22. Ability to assign and reassign citations to individuals while maintaining all associated business rules related to collections, enforcement actions, adjudication, and compliance processes.
- 6.1.23. Assignment of a unique citation number to each violation.
- 6.1.24. Use of DMV-provided address information for official noticing purposes, regardless of other account or permit-related addresses.



- 6.1.25. Ability to transfer unpaid citations to the State through the Illinois Debt Recovery Offset Portal (IDROP) in accordance with Village policies.
- 6.1.26. Ability to retrieve and process payment data from third-party collection agencies.
- 6.1.27. Support for payment plan processing, including automated balance adjustments and reinstatement of full balances based on plan compliance.
- 6.1.28. Ability to generate and transfer files related to citation reversals and refunds.
- 6.1.29. Internal cashiering interface to support efficient processing of in-person, mail, and manual payments.
- 6.1.30. Ability to send notifications via email, phone, or other communication methods for events such as snow emergencies or enforcement alerts.
- 6.1.31. Integration with license plate recognition (LPR) systems to support automated enforcement, including real-time validation of payment and permit status, hotlist management, and citation issuance workflows.
- 6.1.32. Ability to support real-time synchronization across all system components to ensure citation status, payment activity, permit data, and enforcement actions are current and consistent across all platforms.
- 6.1.33. Ability to support role-based user access and permissions to ensure secure and appropriate access across Village staff and departments.
- 6.1.34. Ability to provide system monitoring and alert notifications for system health, integrations, data flow issues, and operational disruptions.
- 6.1.35. Ability to support API integration with third-party systems including mobile payment platforms, PARCS, financial systems, and enforcement tools.
- 6.1.36. Ability to support offline enforcement capability, including citation issuance and enforcement activity without connectivity, with automatic synchronization upon reconnection.
- 6.1.37. System performance requirements, including real-time or near real-time data availability, system uptime expectations, response times for enforcement and customer-facing transactions, and system scalability to support future growth.
- 6.1.38. Ability to support configurable business rules for enforcement, adjudication, payment plans, and collections without requiring vendor intervention.

6.1A Vendor Response Matrix – Citation Process Management System

For each listed feature, indicate whether it is currently available, available with customization or not available. If the feature is available with customization, the Vendor must clearly describe the required configuration, level of effort, implementation timeline, and any additional costs in the Comments section:

<u>Citation Software Features</u>				
Item	Currently Available	Available with Customization	Not Available	Comments (if available with customization)
6.1.1. Custom violation codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



6.1.2. Drop-down menu pre-populated with Village Street and address database, including validation controls to minimize errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.3. Add comments to a citation record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.4. Add comments to multiple citations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.5. Attach documents to citations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.6. Query by citation, license plate, name and VIN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.7. Multiple plate R/O owner support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.8. Paying multiple plates & citations in one transaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.9. Interface with Village's financial system (BS&A) to support secure, automated, and real-time exchange of citation and payment data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.10. Real-time interface with PARCS to support enforcement validation, permit recognition, and transaction data exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.11. Custom void codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



6.1.12. Adjust amount due/override penalties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.13. Display photos captured by handhelds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.14. Track user activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.15. IL SOS and out-of-state DMV inquiries, including description of data retrieval methods, frequency of updates, and data refresh schedules.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.16. IL SOS Driver's license hold processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.17. Assign collection status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.18. Flag rental vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.19. Fully customizable real-time reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.20. Customer-facing web portal allowing users to view, pay, and contest citations, upload documentation, and manage account activity in real time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



6.1.21. Ability to associate citations to individuals by date of the citation/permit

6.1.22. Ability to reassign citations to different individuals

6.1.23. Each violation must be its own unique citation number.

6.1.24. DMV mailer information must be used for notices

6.1.25. Transfer of unpaid citations to IDROP

6.1.26. Ability to retrieve payment files from third-party collection agency

6.1.27. Payment plan processing

6.1.28. File transfer of refunded citations

6.1.29. Simple cashiering functionality via internal web page

6.1.30. Phone/email notifications for snow emergencies

6.1.31. Integration with LPR systems



6.1.32. Real-time data synchronization across system components	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.33. Role-based user access and permissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.34. System monitoring and alert notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.35. API integration with third-party systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.36. Offline enforcement capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.37. Performance requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.38. Configurable business rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. PMS (PERMIT MANAGEMENT SYSTEM) SPECIFICATIONS

The Village of Oak Park offers a variety of parking eligibility products, including vehicle licenses, residential permits, and overnight passes, which are required for vehicles parking on-street and in Village-owned lots and garages. For the purposes of this RFP, “vehicle license” refers to the Village-issued annual vehicle registration required for parking eligibility.

The proposed Permit Management System (PMS) shall support the sale, management, enforcement, and administration of all permit types, vehicle licenses, and passes in accordance with Village ordinances and business rules. The system must differentiate between vehicle licenses, permits, and overnight passes, while ensuring proper eligibility validation. The Vendor’s system shall verify that a valid vehicle license has been purchased prior to allowing the purchase of any residential permit or overnight parking pass.



The PMS must support a highly configurable structure that aligns with the Village’s complex permit environment, including over 100 permit rules, zones, and eligibility requirements. The system must allow Village staff to modify permit rules, pricing, eligibility, and timeframes without vendor intervention, additional cost, or custom development.

The Vendor shall clearly identify any third-party dependencies, additional modules, or licensing requirements necessary to meet the functionality outlined in this section. Failure to disclose required customization, third-party dependencies, or additional costs may result in disqualification of the proposal.

7.1 Key Requirements

The following are features required for the PMS:

- 7.1.1. Ability to process payment for subsidized permits.
- 7.1.2. Ability for employers to purchase multiple permits at once.
- 7.1.3. Mailing/emailing of renewal notices to permit holders.
- 7.1.4. Support for waitlist positions across multiple zones simultaneously.
- 7.1.5. Ability to charge for a waitlist position and later apply the fee toward permit purchase.
- 7.1.6. Support for virtual (paperless) permits.
- 7.1.7. Support for physical permits.
- 7.1.8. Requirement to capture plate type when a customer is purchasing a permit.
- 7.1.9. Sale of vehicle licenses, permits and passes, 24 hours per day, 7 days per week (24/7).
- 7.1.10. Ability to restrict permit/pass sales to vehicles with a valid annual vehicle license.
- 7.1.11. Ability to prevent customers with citations in final determination status from purchasing permits, passes, or vehicle licenses based on Village-defined rules.
- 7.1.12. Address verification based on Village-supplied address database.
- 7.1.13. Ability to generate and print permit information (lot/zone, permit number, license plate, and expiration date) on weather-resistant material for physical permits.
- 7.1.14. Ability to adapt to changes in Village business rules for permit types, pricing, eligibility, and timeframes without vendor intervention, custom development, or additional cost.

7.2 PMS Specification Table

For each listed feature, indicate whether it is currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

<u>Permit Software Features</u>				
<u>Item</u>	<u>Currently Available</u>	<u>Available with Customization</u>	<u>Not Currently Available</u>	<u>Comments (if available with customization)</u>
7.1.1. Payment of subsidized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



permits

<u>7.1.2. Sale of multiple permits at once</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.3. Renewal notice via mail and email</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.4. Waitlist for multiple zones at once</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.5. Ability to charge for wait-list and apply toward permit cost</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.6. Virtual permit support</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.7. Physical permit support</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.8. Plate type required when buying a permit</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.9. 24/7 support of sale of vehicle licenses, passes and permit</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.10. Prevent customers with citation restrictions from purchasing permits, licenses, or passes</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



<u>7.1.11. Restrict permit/pass sales to vehicles with a valid annual vehicle license</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.12. Address-based verification (based on Village database)</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.13. Ability to print permit data on thermal material</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.14. Adaptability to Village business rules (no additional cost)</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.15. Ability to generate and process commercial client invoices and miscellaneous billing.</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. ENFORCEMENT EQUIPMENT

Parking Enforcement Officers (PEOs) and Police Officers collectively issue approximately 70,000 citations annually. PEOs currently utilize mobile enforcement devices and printers within a fully digital enforcement environment, while Police Officers issue citations using handwritten citation books. Police-issued citations are manually entered into the Citation Processing and Management System (CPMS) by Police Department staff.

The Village currently operates a digital enforcement program utilizing mobile devices, in-vehicle License Plate Recognition (LPR) systems, and web-based applications for permit validation, mobile payment verification, and overnight parking enforcement.

The Village seeks to enhance and streamline enforcement operations by implementing a unified, real-time enforcement solution that consolidates all functionality into either: (1) a single handheld device with an integrated printer, or (2) a two-device configuration consisting of a mobile enforcement device paired with a Bluetooth printer.

The proposed solution shall eliminate reliance on multiple disconnected devices or applications and shall provide enforcement staff with a single, integrated platform for citation issuance, permit validation, mobile payment verification, and enforcement activity tracking. The solution shall also support the intake, processing, and reconciliation of citations issued by Police Officers.

The enforcement solution shall integrate with vehicle-based LPR systems to support real-time identification of violations and enable seamless citation issuance directly from LPR or handheld devices. The system must support enforcement of permit regulations, time limit



zones, and multiple restrictions within the same zone, address, or street segment.

Enforcement of paid parking shall be available through Vendor-supplied mobile enforcement devices and LPR and shall not require separate applications or delayed validation. The system must support both pay-by-plate and pay-by-space parking environments through real-time integration with pay stations and mobile payment platforms.

All enforcement activity shall be processed in real-time and fully integrated with the Vendor's citation management and permit management systems.

8.1. Enforcement Specifications

The following outlines the Village's required enforcement hardware and system capabilities. The Vendor shall provide a fully integrated enforcement solution, including all hardware, software, installation, configuration, and ongoing support necessary to meet the requirements of this section.

All proposed equipment must be compatible with and fully integrated into the Vendor's citation management system (CPMS), permit management system (PMS), mobile payment platforms, and License Plate Recognition (LPR) systems. The Vendor shall be responsible for ensuring seamless interoperability between all components of the enforcement solution.

All enforcement equipment and systems shall support real-time operations as defined in this RFP and shall not rely on batch processing, end-of-shift uploads, or manual data reconciliation.

8.1.1. Handheld Enforcement Devices

The Vendor shall provide a minimum of ten (10) handheld enforcement devices configured to operate within a unified enforcement platform. Devices shall be capable of supporting either:

- (a) a single-device configuration with an integrated printer; or
- (b) a two-device configuration consisting of a mobile enforcement device paired with a Bluetooth printer.

All handheld devices shall be durable, ergonomically designed for field use, and capable of continuous operation in varying weather conditions, including extreme heat, cold, and precipitation. Devices shall support real-time communication with all enforcement-related systems and shall include sufficient battery life to support a full enforcement shift without interruption.

8.1.2. In-Vehicle Enforcement Compatibility

The proposed solution shall support enforcement operations conducted from in-vehicle laptops. The system must be accessible via web-based or platform-independent interfaces and shall not require specialized or proprietary hardware beyond standard computing devices.

The Vendor shall ensure compatibility with in-vehicle enforcement workflows, including integration with LPR systems and the ability to issue citations directly from in-vehicle devices where applicable.

8.1.3. Vehicle-Based LPR Systems

The Vendor shall provide four (4) fully integrated vehicle-based License Plate Recognition (LPR) systems, including all required cameras, mounting hardware,



cabling, processing units, software, installation, and configuration. LPR systems shall be designed for continuous operation in a mobile enforcement environment and shall be capable of accurate plate recognition across varying lighting and weather conditions.

8.1.4. Equipment Durability and Performance

All enforcement equipment shall be designed for continuous outdoor and in-vehicle use and must withstand environmental conditions typical to the Village, including temperature extremes, moisture, vibration, and general wear associated with daily enforcement operations.

8.1.5. Warranty, Lifecycle, and Support

The Vendor shall provide detailed information regarding equipment warranties, expected device lifecycle, maintenance requirements, and replacement timelines. The Vendor shall also describe support services, including response times for hardware failures and replacement procedures to ensure minimal disruption to enforcement operations.

8.1.6. Documentation Requirements

All enforcement equipment shall be designed for continuous outdoor, and in-vehicle use and must withstand environmental conditions typical to the Village, including temperature extremes, moisture, vibration, and general wear associated with daily enforcement operations.

Proposers shall supply manufacturer's brochures, specification and warranty documents for all proposed enforcement equipment.

8.2. Handheld Enforcement

Handheld enforcement software shall include, at minimum, the following features and shall operate within a single, unified application. Solutions requiring multiple applications, device switching, or manual data reconciliation will be considered non-responsive.

8.2.1. Real-time upload of citations, photos, and enforcement activity with immediate availability in the citation management system (CPMS).

8.2.2. Ability for handheld devices to function in offline mode and automatically synchronize citation data, photos, and enforcement activity once connectivity is restored. Proposers shall clearly define all functionality available and unavailable while operating in offline mode, including any limitations to permit validation, payment verification, and citation issuance

8.2.3. Real-time integration with permit management systems (PMS), citation management systems (CPMS), pay stations, mobile payment platforms, and LPR data sources. Enforcement staff shall be able to verify permit status, payment status, and violations within a single interface.

8.2.4. Real-time integration with Parking Access and Revenue Control Systems (PARCS) to support enforcement and validation of garage and gated parking activity.

8.2.5. Real-time shared electronic digital chalking that is visible across all handheld devices, LPR systems, and enforcement platforms, with configurable retention periods.

8.2.6. Drop-down Village street location list for citation issuance,



including the ability to enter or validate specific address numbers.

- 8.2.7. Automatic notation on citations indicating when photographic evidence has been captured (e.g., “Photos on file”), with photos stored and linked to the citation record.
- 8.2.8. Ability to enforce multiple permit zones, overnight passes, vehicle licenses, time-based restrictions, and location-specific regulations within a single enforcement interface.
- 8.2.9. GPS tracking of enforcement activity, including citation issuance, warnings, and enforcement routes, with reporting and audit capabilities.
- 8.2.10. Ability to issue warning notices based on configurable business rules, including first-time offender logic.
- 8.2.11. Ability to initiate and issue citations directly from LPR-generated reads within the same enforcement workflow, without requiring separate systems or delayed processing.
- 8.2.12. Enforcement of paid parking shall be available through the handheld device and integrated LPR workflow and shall not require separate applications, manual verification, or delayed validation. The system must support pay-by-plate parking environments through real-time integration with pay stations and mobile payment platforms, with immediate validation at the point of enforcement.

8.3. Handheld Enforcement Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

Handheld Enforcement Features

Item	Currently Available	Available with Customization	Not Available	Comments (if available with customization)
8.2.1. Real-time data processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.2.2. Offline functionality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.2.3. Integration with PMS, CPMS, payments and LPR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

8.2.4. PARCS integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.5. Real-time shared electronic chalking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.6. Location selection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.7. Photo documentation (Photos on File)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.8. Multi-rule enforcement capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.9. GPS tracking and reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.10. Warning notices (configurable rules)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.11. LPR-based citation issuance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.12. Paid parking enforcement (real-time, integrated)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



8.4. Vehicle-based License Plate Recognition

The Vendor shall provide a fully integrated vehicle-based License Plate Recognition (LPR) solution that operates in real-time and is directly connected to the citation management system (CPMS), permit management system (PMS), and all applicable payment platforms.

The LPR system shall support active enforcement operations, including real-time identification of violations and the ability to initiate and issue citations directly from LPR or handheld devices without requiring post-processing or delayed validation.

LPR shall be utilized to enforce permit regulations, time limit zones, paid parking, and multiple restrictions within the same zone, address, or street segment. The system must support complex enforcement logic and provide actionable results at the point of enforcement.

All LPR components shall be weather-resistant and capable of continuous, reliable operation in a mobile enforcement environment under varying lighting and weather conditions typical to the Village.

- 8.4.1 Integration with CPMS and PMS for real-time validation of citations, permits, and vehicle eligibility.
- 8.4.2 Real-time identification of scofflaw vehicles based on configurable business rules.
- 8.4.3 Real-time permit verification, including validation of vehicle licenses, residential permits, and overnight passes.
- 8.4.4 Support for pay-by-plate and pay-by-space enforcement through real-time integration with pay stations and mobile payment systems.
- 8.4.5 Electronic digital chalking (time-based parking enforcement) shared across LPR units, handheld devices, and in-vehicle systems.
- 8.4.6 Integrated GPS module to track vehicle location and enforcement activity.
- 8.4.7 LPR reads shall be processed in real-time and immediately validated against permit, payment, and citation databases without requiring batch processing or delayed synchronization.
- 8.4.8 Proposers shall describe the hardware and software solution, including system architecture and communication methods. Vendors must clearly explain how the LPR system maintains enforcement functionality in areas with limited or no network connectivity, including how data is stored during offline operation, how enforcement actions continue without interruption, and how data is automatically synchronized once connectivity is restored.
- 8.4.9 Proposers shall describe the availability, responsiveness, and structure of technical support services, including response times for system issues, escalation procedures, and ongoing system support.

The Vendor shall supply complete LPR units including cameras, mounting hardware, cabling, onboard processing units, software, installation, and configuration.

Proposers shall describe:

- 8.4.10 Proposers shall describe the overall LPR system architecture and communication framework supporting the proposed solution. Proposers shall describe the speed and accessibility of technical support.



8.4.11 Proposers shall provide a proposed training plan for Village staff, including Parking Enforcement Officers (PEOs), for approximately twenty (20) users.

8.4.12 Proposers shall provide detailed information regarding the LPR warranty program, including hardware and software support, maintenance, and replacement procedures.

8.5. LPR Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

LPR Features

<u>Item</u>	<u>Currently Available</u>	<u>Available with Customization</u>	<u>Not Available</u>	<u>Comments (if available with customization)</u>
<u>8.4.1. Integration with CPMS/PMS</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.2. Scofflaw identification</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.3. Permit verification</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.4. Integration with pay-station vendors and mobile payment</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.5. Real-time shared tire marking</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.6. Integrated GPS</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.7. Covert text/email notification to Police Department</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

9. ADJUDICATION PROCESS

A flow chart outlining the Adjudication process is attached as **Exhibit C**. The Proposer shall



review this document to ensure compliance with this process.

Once a citation is issued, the respondent shall have fourteen (14) days to either contest the citation or pay the applicable fine before any additional fees are assessed, in accordance with Village rules. The system shall allow respondents submitting an online contest to upload supporting documentation and other evidence for review. Hearings are conducted and adjudicated by Administrative Law Judges. The system shall support all adjudication pathways utilized by the Village, including online contests, in-person hearings, and administrative review hearings, in accordance with Village procedures.

The system shall support the full adjudication lifecycle, including appeal intake, hearing scheduling, decision issuance, notice distribution, payment plan notifications. The Village processes approximately 6,000 appeal requests annually and distributes approximately 50,000 adjudication-related notices.

The Vendor shall clearly identify any third-party dependencies, additional modules, or licensing requirements necessary to support adjudication functionality described in this section.

9.1. Key requirements

- 9.1.1. Online contest/appeal request and decision issuance.
- 9.1.2. Ability to schedule a hearing online, or in person.
- 9.1.3. Prevent citations older than fourteen (14) days from being eligible for online contest or hearing scheduling, in accordance with Village rules.
- 9.1.4. Ability to create, modify, and manage multiple customized notice of violation documents that are searchable and may be printed by Village staff without Vendor intervention.
- 9.1.5. Ability for Village to add new correspondence forms at no additional cost.
- 9.1.6. A barcode for the citation number(s) on every document printed including notices, letters, orders, and copies of records.
- 9.1.7. Storage of all documentation relating to adjudication, including initial requests, supporting documentation, evidence, and correspondence.
- 9.1.8. Ability to generate claim forms (refunds and/or adjustments) with text-searchable content for batch and individual printing.
- 9.1.9. Ability to print all the documents/pages for a citation or plate, individual or selected documents/pages.
- 9.1.10. Assignment of a special bankruptcy code (stay) to citations that halts the penalty and noticing process for given timeframes for citations that fall within the jurisdiction of the bankruptcy court and the ability to remove the stay.
- 9.1.11. Ability to generate reports for all adjudication activities by user-defined date ranges, with the ability to select and export any available data fields.
- 9.1.12. Ability to select multiple citations and apply/remove special Village status codes and/or fees.
- 9.1.13. Ability for authorized Village staff to adjust timeframes and configurable business rules associated with parking citations, including penalty schedules and notice timeframes, without Vendor intervention and at no additional cost.
- 9.1.14. Proposer shall describe system features designed to improve adjudication efficiency, including automation, barcode utilization, and streamlined processing workflows.



- 9.1.15. Ability to provide a complete audit trail of all adjudication actions, including user activity, status changes, and decision history.
- 9.1.16. Ability to process initial appeal requests, including automated eligibility validation and assignment of hearing dates based on configurable rules and availability.
- 9.1.17. Support for fully digital (paperless) adjudication workflows, including electronic case files and evidence review, without requiring separate systems or manual data entry.
- 9.1.18. Ability to generate and distribute adjudication-related notices, including Default, Final Determination, and Immobilization notices.
- 9.1.19. Ability to support both electronic delivery and print-ready formats for adjudication notices, with configurable delivery preferences.
- 9.1.20. Notice templates shall be configurable by authorized Village staff and updates to notice language shall be implemented within five (5) business days or less.
- 9.1.21. Ability to support electronic signature (e-signature) execution for payment plans, including acknowledgment of terms and conditions, date/time stamping, and secure storage as part of the citation record.
- 9.1.22. Ability to regenerate notices and correspondence on demand without creating duplicate records or triggering duplicate actions in error.
- 9.1.23. Ability to reschedule, continue, cancel, and batch-schedule hearings.
- 9.1.24. Ability to assign hearings to specific hearing officers or Administrative Law Judges.
- 9.1.25. Ability to generate hearing dockets by date, time, hearing officer, and case type.
- 9.1.26. Ability to record appearance status, default status, continuances, findings, and disposition outcomes.
- 9.1.27. Ability to produce hearing sign-in sheets and daily calendars.
- 9.1.28. Ability to create templates for findings, orders, defaults, continuances, dismissals, and final determinations.
- 9.1.29. Ability to inform respondents of upcoming payment plan obligations automatically.
- 9.1.30. Ability to correct clerical errors through authorized staff workflows while preserving the audit history.
- 9.1.31. Public portal for respondents to search by citation number, plate, notice number, or respondent information.
- 9.1.32. Ability for respondents to upload supporting documents in common file formats, with file size limits configurable by the Village.
- 9.1.33. Ability for respondents to view case status, hearing date, decision, balance due, and correspondence history online.
- 9.1.34. Ability to provide automatic confirmation numbers and confirmations by email or SMS for contests, hearing requests, uploads, and payments.
- 9.1.35. Ability to accept online payments, partial payments, payment plans, and same-day settlements if authorized by Village rules.
- 9.1.36. Ability to assess, waive, reduce, or reverse penalties, fees, and administrative costs based on user permissions.
- 9.1.37. Ability to integrate with the Village's payment processor, finance system, and general ledger processes.
- 9.1.38. Ability to track payment history, reversals, refunds, returned payments, and write-offs.



- 9.1.39. Ability to place holds on payment activity when a citation is in contested, stayed, or bankruptcy status.
- 9.1.40. Ability to generate financial reconciliation reports and daily cashiering reports.

9.2. Adjudication Specification Table

If the feature is available with customization, the Proposer shall clearly describe the customization required, associated costs, implementation timeline, and whether the functionality becomes part of the base system or remains a configurable add-on. Failure to clearly indicate availability or provide required details for any item may result in the proposal being deemed non-responsive.

Adjudication Features

Item	Currently Available	Available with Customization	Not Available	Comments (if available with customization)
9.1.1. Online contest/appeal request and decision issuance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.2. Online hearing Scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.3. Restrict appeals/hearings to citations within 14 days.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.4. Create/manage customized notice documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.5. Village can add/modify correspondence forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.6. Barcode on all correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.7. Store documents, evidence, and correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.8. Generate claim forms (text-searchable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



9.1.9. Print all or selected documents/pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.10. Manage citation status codes (including bankruptcy stays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.11. Generate adjudication reports (user-defined ranges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.12. Bulk apply/remove status codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.13. Adjust rules/timeframes without vendor cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.14. Efficiency tools (automation, barcode, workflows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.15. Full audit trail of adjudication actions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.16. Automated eligibility validation + hearing assignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.17. Fully digital (paperless) adjudication workflows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.18. Generate/distribute adjudication notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.19. Electronic + print notice delivery options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.20. Village-controlled notice templates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



9.1.21. Electronic signature for payment plans

9.1.22. Regenerate notices without duplication errors

9.1.23. Reschedule/continue/cancel/batch hearings

9.1.24. Assign hearing to specific Administrative Law Judges

9.1.25. Generate hearing dockets

9.1.26. Track appearance, defaults, continuances, outcomes

9.1.27. Produce sign-in sheets and daily calendars

9.1.28. Templates for orders, findings, dismissals, etc.

9.1.29. Automatic payment plan notifications

9.1.30. Correct clerical errors with audit trail

9.1.31. Public portal search (citation, plate, etc.)

9.1.32. Upload supporting documents (configurable limits)

9.1.33. View case status, decisions, balances online



9.1.34. Confirmation numbers + email or SMS confirmations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.35. Online payments, partial payments, payment plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.36. Adjust/waive/reverse penalties and fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.37. Integration with Village finance systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.38. Track payments, reversals, refunds, write-offs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.39. Place holds on payments (contested/bankruptcy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.40. Financial reconciliation and cashiering reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. OPTIONAL PROCESSING SERVICES

The Village may, at its sole discretion, elect to utilize optional processing services to support adjudication and parking program operations. These services are intended to supplement internal workflows and shall not be required for core system functionality.

The Proposer shall clearly identify all optional processing services available, including but not limited to print and mail services, notice fulfillment, and customer correspondence distribution. This includes adjudication-related notices as well as operational correspondence such as vehicle license renewal reminders, permit renewal reminders, and other program-related notifications.

The Proposer shall describe how these services integrate with the proposed system, including data exchange, workflow triggers, scheduling capabilities, and reconciliation processes.

Mail-in payments are handled directly by the Village and are not included as part of any optional processing services. The system shall support the Village’s internal payment handling workflows, including the ability to record, reconcile, and report on manually processed payments.



For any optional service proposed, the Proposer shall provide a detailed description of the service model, including turnaround times, service level expectations, quality control measures, and escalation procedures. The Proposer shall also disclose all associated costs, including one-time setup fees, per-unit pricing, ongoing service charges, and any minimum volume requirements.

The Proposer shall indicate whether optional services are performed directly by the Proposer or through third-party providers. Any third-party involvement shall be fully disclosed, including roles, responsibilities, and any additional contractual or data-sharing requirements.

Use of optional processing services shall be configurable and controlled by the Village. The Village shall retain the ability to enable or discontinue any optional service without disruption to core system functionality or access to data.

Technical Specifications

Item	Currently Available	Available with Custom work	Not Available	Comments (if available with customization)
11.1. Vendor-hosted (cloud-based) database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.2. Fully web-based software (browser accessible)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.3. Relational database structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.4. No local PC install required for end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.5. Availability of on-site and remote technical support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.6. PCI DSS 4.0 Level 1 compliance (for payment processing), including all applicable proposers and third-party integrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.7. System uptime of 99.9% or greater (excluding scheduled maintenance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.8. Ability to export reports to Excel and/or CSV formats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



12. CUSTOMER-FACING WEB PORTAL

The Vendor shall provide a Village-branded, white-label, responsive, and mobile-friendly customer-facing web portal that allows customers to perform the following functions:

- 12.1. Pay citations by citation number, license plate, and state.
- 12.2. Submit a contest or appeal request.
- 12.3. Schedule a hearing date in accordance with Village rules and availability.
- 12.4. Upload supporting documents and photos associated with a contest or appeal
- 12.5. Create a new permit account with a username and password.
- 12.6. Retrieve or reset a password via secure email functionality.
- 12.7. Purchase a vehicle license.
- 12.8. Purchase parking passes in accordance with Village business rules.
- 12.9. Apply for and manage positions on permit waitlists, including the ability to join, monitor waitlist position and status, receive updates, and remove themselves from multiple waitlists.
- 12.10. Apply for permits with the ability to upload required supporting documentation.
- 12.11. Pay for permits.
- 12.12. Renew existing permits.
- 12.13. Purchase multiple permits and/or passes within a single transaction (shopping cart functionality).

The portal shall also include the following system controls and features:

- 12.14. Ability to restrict or prevent certain users from completing online payments based on configurable business rules (e.g., license plates flagged for NSF payments or enforcement restrictions).
- 12.15. Drop-down selection of Village-defined locations that dynamically display available permit types based on the selected address for residential permit applications.
- 12.16. The system shall require verification of a valid Village vehicle license prior to allowing any purchase, application, or transaction within the portal, including but not limited to permits, passes, and related services. Transactions shall be restricted if a valid vehicle license is not found or is not in good standing, in accordance with Village rules. The system shall provide clear messaging to users identifying the reason for restriction and any required steps to resolve outstanding issues
- 12.17. The system shall validate whether a license plate has outstanding parking citations prior to allowing any permit application, purchase, renewal, or related transaction. Transactions shall be restricted or blocked based on configurable Village rules, including but not limited to outstanding balances, adjudication status, or enforcement actions. The system shall provide clear messaging to users identifying the reason for restriction and any required steps to resolve outstanding issues
- 12.18. Ability to restrict the number of passes issued to a specific license plate within a defined time period (e.g., monthly limits).
- 12.19. Ability to provide customer support communication workflows, including tracking and response to technical issues and citation-related inquiries.
- 12.20. Ability to display and maintain a Village-provided Frequently Asked Questions (FAQ) section.



13. OPTIONAL COLLECTION AGENCY SERVICES

As an optional service, the Proposer may elect to offer secondary collection agency services for delinquent citations. Delinquent citations are defined as citations that remain unpaid after six (6) months and for which a Notice of Final Determination has been issued. This service shall be considered optional to the Village. A separate cost proposal shall be provided within the pricing response and shall be structured as a percentage of citation revenue collected on citations placed in “collection status.”

Collection efforts shall include, at minimum:

- 13.1. Minimum of two (2) collection notices sent to the registered vehicle owner.
- 13.2. Identification of the registered owner’s phone number, where available, and outbound phone call attempts by the collection agency.
- 13.3. Acceptance of payments for delinquent citations through online, IVR (interactive voice response), and mail-in channels, with all payments recorded and reconciled within the system.
- 13.4. Integration with PACER (Public Access Court Electronic Records) for identification and management of bankruptcy filings, including appropriate suspension of collection activity in accordance with applicable laws.

The Proposer shall describe its full collections process in detail, including timelines, frequency of contact attempts, skip tracing capabilities, compliance with all applicable federal, state, and local regulations, and procedures for handling disputed debts and bankruptcy cases.

The Proposer shall clearly identify whether collection services are performed directly by the Proposer or through a third-party agency. Any third-party involvement shall be fully disclosed, including roles, responsibilities, and contractual relationships.

The Village shall retain full control over which citations are placed into or removed from collection status and shall have the ability to suspend or terminate collection activity at any time.

14. CLIENT SUPPORT FOR VILLAGE STAFF

The Vendor shall provide support to Village staff between the hours of 8:00 AM and 5:00 PM, Monday through Friday, Central Time, excluding Village holidays, for general inquiries including reporting, software functionality, hardware support, IT issues, and training assistance.

After-hours support shall be available twenty-four (24) hours per day, seven (7) days per week, for emergency issues. Emergency support requests shall be answered by a live technician or responded to within two (2) hours.

The Proposer shall describe all available support channels, including phone, email, IVR, and online support systems (e.g., ticketing portals or helpdesk platforms). The Proposer shall also describe how support requests are tracked, prioritized, and escalated.

The Proposer shall define service level expectations for response and resolution times based on issue severity, including critical system outages, degraded system performance, and general support inquiries.



15. RESPONSE TIMES

The following establishes the required Vendor response and processing time standards. Failure to meet these requirements may result in liquidated damages as outlined in Section 16, Non-Performance.

- 15.1. Emergency issues- Vendor shall respond within two (2) hours of notification for emergency issues. Emergency issues shall include, but are not limited to, system outages, payment processing failures, or any issue that prevents core system functionality.
- 15.2. Non-emergency issues- Vendor shall respond within four (4) hours during business hours (8:00 AM to 5:00 PM, Central Time, excluding Village holidays) for non-emergency issues.
- 15.3. Payment processing (if provided by the Vendor) - Payments received shall be processed, recorded, and made available within the system within one (1) business day of receipt.
- 15.4. Customer email responses (if handled by the Vendor) - Customer inquiries shall receive a response within two (2) business days of receipt.

The Proposer shall describe escalation procedures for issues not resolved within the stated timeframes.

16. NON-PERFORMANCE

- 16.1. If the Village Representative determines that there are deficiencies in the performance of any part of this Agreement, the Vendor shall be notified in writing, with supplemental verbal notification as appropriate, each time service requirements are not met and corrective action is required.
- 16.2. Upon notification of a service deficiency, the Vendor shall complete corrective action within the timeframe specified in the notification.
- 16.3. If the Vendor fails to complete corrective action within the specified timeframe, the Village may exercise one or more of the following remedies:
 - Deduct daily liquidated damages from the Vendor's payment until the deficiency is corrected
 - Withhold full or partial payment until satisfactory performance is achieved
 - Utilize Village staff or a third-party source to correct the deficiency and deduct all associated costs, including administrative overhead, from the Vendor's payment
- 16.4. Failure by the Vendor to provide required deliverables, reports, or services as specified in this Agreement shall result in a penalty of \$300.00 per occurrence, to be deducted from the Vendor's current monthly invoice. Such deliverables include, but are not limited to:
 - Completion of required processes within specified timeframes
 - Timely response to Village support requests in accordance with Section 15
 - Submission of accurate and complete monthly reports
- 16.5. Repeated or unresolved non-performance issues may be considered a material breach of contract and may result in termination of the Agreement at the Village's



discretion.

17. PROPOSAL RESPONSE REQUIREMENTS

Proposers shall organize their proposal in the following format and adhere to the page limitations identified below.

- 17.1. Cover Letter (two (2) pages maximum) Include a summary of the Proposer's understanding of the project and a statement of commitment to provide the services outlined in this RFP.
- 17.2. Proposer Profile & Qualifications (four (4) pages maximum) - Include a brief description of the company, including financial stability, capacity and resources. Include a listing of any lawsuit or litigation and the result of that action within the last five (5) years. Indicate the number of years working with State of Illinois municipalities and interface experience with the IL SOS.
- 17.3. Staffing Plan (ten (10) pages maximum) - Include an organization chart and resumes of key management staff and staff that shall be assigned to work on this project.
- 17.4. Project References (six (6) pages maximum) - Include a brief project description of at least two (2) government entities where the Proposer has provided a Citation Processing and Management System (CPMS) and two (2) government entities where the Proposer has provided a Permit Management System (PMS), or a minimum of four (4) government entities where both systems were provided. References shall reflect at least two (2) years of service and must include a primary client contact with name, title, phone number, and email address. At least one (1) reference shall be an Illinois municipality with a minimum of two (2) years of experience.
- 17.5. Work Plan / Response to Scope of Services (ten (10) pages maximum) - Present a detailed service plan, including major tasks, subtasks, and overall project approach. The response shall demonstrate the Proposer's understanding of the Village's objectives and ability to meet all requirements. Identify the proposed staffing structure and designate a specific point of contact for the Village (not a general help desk) who will be responsible throughout the term of the agreement.
- 17.6. System Specific Information (seven (7) pages maximum) - Describe all system hardware and software components required to support citation issuance, permit management, enforcement, and processing functions. If proposing an on-premise solution, include all server, software, network, and service requirements. Identify all supported operating systems for both CPMS/PMS and enforcement software. Any exceptions (e.g., thick-client installations, add-ins, Java dependencies) shall be clearly disclosed. This section shall include screenshots of the system, descriptions of system functionality, supported workflows, and reporting capabilities.
- 17.7. Specification Tables - Using the tables provided throughout this RFP, indicate for each feature whether it is currently available, available with custom work, or not available. All customization responses shall include detailed explanations.
- 17.8. Proposed Innovations (optional, five (5) pages maximum) - Proposers may propose technical or operational innovations that have been successfully implemented elsewhere. Include any future developments or concepts that may benefit the Village.
- 17.9. Proposal Exceptions - Identify any exceptions or requested changes to the Village's RFP requirements or sample agreement. If no exceptions are taken, the Proposer shall explicitly state acceptance of all terms and conditions. (Exhibit A).
- 17.10. Technical Architecture (five (5) pages maximum) - Provide an overview of the system



architecture, including database structure, user access methods, and programming languages used. Describe how the Proposer ensures data security, including backup procedures, redundancy, and protection against unauthorized access. The Proposer shall acknowledge that all citation and permit-related data, including vehicle owner information, citation history, images, correspondence, and related records, are the sole property of the Village.

- 17.11. Optional Collection Agency Services (four (4) pages maximum) - If proposing collection agency services, provide a detailed description of the collections process in accordance with Section 13.
- 17.12. Identification of Subcontractors - Identify all subcontractors and clearly define the scope of work each will perform.
- 17.13. Appendix I: Sample Reports (five (5) pages maximum)
- 17.14. Appendix II: Brochures for Proposed Enforcement Equipment - Include brochures or specifications for handheld devices and vehicle-based LPR systems.

18. SCORING MATRIX

Proposals will be evaluated based on the following criteria:

- 18.1. Customer Service – Village Staff (15%)
- 18.2. Customer Service – End Users (20%)
- 18.3. Cost Proposal (15%)
- 18.4. Experience with similar projects (25%)
- 18.5. Project approach (25%)

The Village reserves the right to accept or reject any bids/proposals or part thereof to accept any portion of a proposal without obligation as to other portions, to waive any informalities or irregularities and to consider any variation in specifications and select what it deems to be the proposal that is the best solution for the Village.

The Village may conduct interviews with up to three (3) short-listed firms. Short-listed firms shall be prepared to provide a demonstration of their respective hardware and software during the interview process and to discuss technical architecture, experience with State of Illinois municipalities, and experience with the IL SOS.

19. PRICING

The Pricing Page(s) shall include the proposed costs to provide the services and equipment outlined in this RFP. Include all other cost and pricing information, including a not-to-exceed amount, that would be incorporated into a potential agreement with the Village.

Provide pricing in a separate document based upon the following volumes:

- # of citations issued annually: 75,000
- # of Vehicle Licenses sold annually: 20,000
- # of passes/permits issued annually: 100,000
- # of adjudications request received annually: 25,000
- # of handheld enforcement devices: 10
- # of vehicle-based LPR systems: 5



Vendors may propose pricing using one or more of the following formats:

- Upfront equipment/software purchase pricing along with ongoing monthly or annual maintenance fees
- Per-citation issued/per permit issued fee
- Flat monthly program management fee
- Percentage of revenue collected fee

In addition to the above pricing structures, Proposers shall supply pricing for each of the following optional costs. Optional items shall be priced separately and shall not be included in the cost for required equipment, software, and services:

- Data entry per-citation fee
- Per-payment fee for payments processed by the Vendor
- Per-notice mailed fee (for unpaid citations)
- Per-renewal letter fee
- Per-initial appeal request processing fee
- Per letter fee for adjudication notices and letters



PROPOSAL SIGNATURE: _____

State of _____) County of _____)

_____, TYPE NAME OF SIGNEE

being first duly sworn on oath deposes and says that the Respondent on the above proposal is organized as indicated below and that all statements herein made on behalf of such Respondent and that this deponent is authorized to make them, and also deposes and says that he has examined and carefully prepared their bid proposal from the Contract Exhibits and Specifications and has checked the same in detail before submitting this proposal or bid; that the statements contained herein are true and correct.

Signature of Respondent authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of Respondent shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Dated _____

Organization Name

(Seal - If Corporation) By _____ Authorized Signature

Address

Telephone

Subscribed and sworn to before me this _ day of _____, 2026.

In the state of _____, _____ Notary Public

My Commission Expires: _____ (Fill Out Applicable Paragraph Below)

(a) Corporation

The Respondent is a corporation, which operates under the legal name of

_____ and is organized and existing under the laws of the State of

_____.

The full names of its Officers are:

President _____ Secretary _____ Treasurer _____

The corporation does have a corporate seal. (In the event that this bid is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation which permits the person to execute the offer for the corporation.)



(b) Partnership

Name, signature, and addresses of all Partner

The partnership does business under the legal name of _____ which name is registered with the office of _____ in the county of _____ in the state of _____.

(c) Sole Proprietor

The Respondent is a Sole Proprietor whose full name is _____.
If the Respondent is operating under a trade name said trade name is _____ which name is _____ registered with the office _____ of _____ in the _____ county _____ of _____ in the state of _____.

Signed _____
Sole Proprietor



Section III. Proposal Evaluation

Proposals will be evaluated by Village staff. Evaluation will be based on criteria outlined herein which may be weighted by the Village in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

- A. **Responsiveness to RFP**
The Village will consider all materials submitted to determine whether the Proposer's submission complies with this RFP.
- B. **Ability to Perform Current and Projected Required Services**
The Village will consider all materials submitted by each Proposer, and any other relevant information obtained, to determine whether the Proposer is capable of and has a history of successfully completing agreements of this type.
- C. **Experience and Relevant Knowledge**
The Village will assess the experience and relevant knowledge of the proposed project team.
- D. **Financial Stability**
The Village may conduct an analysis to evaluate the Proposer's financial stability and creditworthiness, including capital adequacy, asset quality, management, earnings, liquidity, and sensitivity to interest rate or market risk. This will be assessed by internal staff and/or external rating services.
- E. **References**
The Village may contact references directly to inquire about the quality and type of services currently being provided to other customer
- F. **Cost Proposal**
The Village will evaluate the overall cost-effectiveness of the proposed services.
- G. **Optional Interviews and/or Site Visits**
The Village may, at its sole discretion, conduct interviews and/or site visits as part of the final selection process. Virtual meetings are an acceptable option.

For the detailed Scoring Matrix, see Section 2 18.



SECTION VI
ORGANIZATION OF FIRM

Please fill out the applicable section:

A. Corporation:

The Contractor is a corporation, legally named _____ and is organized and existing in good standing under the laws of the State of _____. The full names of its Officers are:

President _____

Secretary _____

Treasurer _____

Registered Agent Name and Address: _____

The corporation has a corporate seal. (In the event that this Proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

B. Sole Proprietor:

The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is _____, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

C. Partnership:

The Contractor is a Partnership which operates under the name _____

The following are the names, addresses and signatures of all partners:

Signature

Signature

(Attach additional sheets if necessary.) If so, check here _____.



If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

D. Affiliates: The name and address of any affiliated entity of the business, including a description of the affiliation: _____

Signature of Owner

[THIS SPACE LEFT INTENTIONALLY BLANK]



SECTION VII
COMPLIANCE AFFIDAVIT

I, _____, (Print Name) being first duly sworn on oath depose and state:

1. I am the (title) _____ of the Proposing Firm and am authorized to make the statements contained in this affidavit on behalf of the firm;
2. I have examined and carefully prepared this Proposal based on the request and have verified the facts contained in the Proposal in detail before submitting it;
3. The Proposing Firm is organized as indicated above on the form entitled "Organization of Proposing Firm."
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option;
5. Neither the Proposing Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 related to bid rigging and bid rotating, or Section 2-6-12 of the Oak Park Village Code related to "Proposing Requirements."
6. The Proposing Firm has completed the M/W/DBE status indicated below on the form entitled "EEO Report."
7. Neither the Proposing Firm nor its affiliates are barred from enter into an agreement with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Proposing Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Proposing Firm under the agreement in civil action.
8. I am familiar with Section 13-312 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. **Also complete the attached EEO Report or Submit an EEO-1.**
9. I certify that the Firm is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702

Signature: _____

¹ Affiliates means: (i) any subsidiary or parent of the agreeing business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the agreeing business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the agreeing business entity.



Name and address of Business: _____

Telephone _____ E-Mail _____

Subscribed to and sworn before me this _____ day of _____, 2026.

Notary Public

- Notary Public Seal -

[THIS SPACE LEFT INTENTIONALLY BLANK]



SECTION VIII

M/W/DBE STATUS AND EEO REPORT

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal.

1. Contractor Name: _____

2. Check here if your firm is:

- Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
- Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)
- Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)
- None of the above

[Submit copies of any M/W/DBE certifications]

3. What is the size of the firm's current stable work force?

_____ Number of full-time employees

_____ Number of part-time employees

4. Similar information will be requested of all sub-contractors performing work pursuant to the applicable agreement. Forms will be furnished to the lowest responsible contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: _____

Date: _____



EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal. An incomplete form will disqualify your Proposal.

An EEO-1 Report may be submitted in lieu of this report

Contractor Name _____
 Total Employees _____

Job Category	Total # of Empl.	Total Males	Total Females	Black	Males				Females				Total Minorities
					Hispanic	American Indian	Alaskan Native	Asian & Pacific Islander	Hispanic	American Indian	Alaskan Native	Asian & Pacific Islander	
Officials & Managers													
Professionals													
Technicians													
Sales Workers													
Office & Clerical													
Semi-Skilled													
Laborers													
Service Workers													
Management Trainees													
Apprentices													

This completed and notarized report must accompany your Proposal. It should be attached to your Affidavit of Compliance. Failure to include it with your Proposal may disqualify you from consideration.

_____, being first duly sworn, deposes and says that he/she is
 (Name of Person Making Affidavit)

_____ of _____ and that the above EEO
 (Title or Officer)

Report is true and accurate and is submitted with the intent that it be relied upon.

 (Signature)

 (Date)



**SECTION IX
REFERENCES AND LIST OF ENTITIES
FOR WHICH SERVICES HAVE BEEN PERFORMED**

Contractors shall furnish at least three (3) entities, preferably municipalities, that have used the Contractor's services for similar services within the last three (3) years.

REFERENCES:

1. Name of Entity _____

ADDRESS _____

CONTACT _____

**PHONE AND
EMAIL ADDRESS** _____

**WORK
PERFORMED** _____

2. Name of Entity _____

ADDRESS _____

CONTACT _____

**PHONE AND
EMAIL ADDRESS** _____



**WORK
PERFORMED**

3. Name of Entity

ADDRESS

CONTACT

**PHONE AND
EMAIL ADDRESS**

**WORK
PERFORMED**

LIST OF MUNICIPALITIES OR GOVERNMENT AGENCIES FOR WHICH THE CONTRACTOR HAS PROVIDED SERVICES DURING THE PAST FIVE (5) YEARS IF NOT NAMED ABOVE.

1. Municipality

ADDRESS

CONTACT



PHONE AND
EMAIL ADDRESS

WORK
PERFORMED

2. Municipality

ADDRESS

CONTACT

PHONE AND
EMAIL ADDRESS

WORK
PERFORMED

Comments:



EXHIBIT A

AGREEMENT

SECTION X

PROFESSIONAL SERVICES AGREEMENT

THIS PROFESSIONAL SERVICES AGREEMENT (hereinafter referred to as the “Agreement”) is entered into this ____ day of _____, 2026, between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter referred to as the “Village”), and _____, a _____ (hereinafter referred to as the “Contractor”).

RECITALS

WHEREAS, the Village intends to have services performed by the Contractor pursuant to the Village’s Request for Proposals dated May 1, 2026 (hereinafter referred to as “RFP”), attached hereto and incorporated herein by reference, and the Contractor’s Proposal, attached hereto and incorporated herein by reference; and

WHEREAS, the Contractor has represented to the Village that it has the necessary expertise to provide the services set forth in the RFP; and

WHEREAS, the Contractor has expressed its willingness to furnish its services subject to the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the parties agree as follows:

1. RECITALS INCORPORATED.

1.1. The above recitals are incorporated herein as though fully set forth.

2. SERVICES OF CONTRACTOR AND TERM OF AGREEMENT.

2.1. The Contractor shall provide the services set forth in the Contractor’s Proposal (hereinafter referred to as the “Services”) after receiving written authorization by the Village. The Village shall approve the use of subcontractors by the Contractor to perform any of the Services that are the subject of this Agreement.

2.2. The Contractor shall submit to the Village all reports, documents, data, and information set forth in the Village’s RFP in a format customarily used in the industry. The Village shall have the right



to require such corrections as may be reasonably necessary to make any required submittal conform to this Agreement. Contractor shall be responsible for any delay in the Services to be provided pursuant to this Agreement due to Contractor's failure to provide any required submittal in conformance with this Agreement.

2.3. In case of a conflict between the provisions of Contractor's Proposal and the Village's RFP and/or this Agreement, this Agreement and the Village's RFP shall control to the extent of such conflict.

2.4. Village Authorized Representative. The Village Manager or the Village Manager's designee shall be deemed the Village's authorized representative for purposes of this Agreement, unless applicable law requires action by the Corporate Authorities, and shall have the power and authority to make or grant or do those things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Village and with the effect of binding the Village as limited by this Agreement. The Contractor is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Village as having been properly and legally given by the Village. The Village shall have the right to change its authorized representative by providing Contractor with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.5. Contractor's Authorized Representative. In connection with the foregoing and other actions to be taken under this Agreement, the Contractor hereby designates _____ as its authorized representative who shall have the power and authority to make or grant or do all things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Contractor and with the effect of binding Contractor. The Village is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Contractor as having been properly and legally given by Contractor. Contractor shall have the right to change its authorized representative by providing the Village with written notice of such change which notice shall be sent in accordance with Section 19 of this Agreement.

2.6 The Contractor shall be an independent contractor to the Village. The Contractor shall solely be responsible for the payment of all salaries, benefits and costs of supplying personnel for the Services. Nothing contained in this Agreement shall create a contractual relationship with or a cause of action in favor of a third party against Contractor. The Contractor's services under this Agreement are being performed solely for the Village's benefit, and no other party or entity shall have any claim against the Contractor because of this Agreement or the performance or nonperformance of services hereunder.

3. COMPENSATION FOR SERVICES.

3.1. The Village shall compensate the Contractor for the Services as set forth pursuant to the Contractor's Proposal in an amount not to exceed \$_____. The Contractor shall be paid not more frequently than once each month ("Progress Payments"). Payments shall be made within thirty (30) days of receipt by the Village of a pay request/invoice from the Contractor. Payments shall be due and owing by the Village in accordance with the terms and provisions of the Local Government Prompt Payment Act, 50 ILCS 505/1 *et seq.*, except as set forth herein.

3.2. The Village may, at any time, by written order, make changes regarding the general scope of this Agreement in the Services to be performed by the Contractor. If such changes cause an increase or decrease in the amount to be paid to the Contractor or time required for performance of any Services under this Agreement, whether or not changed by any order, an equitable adjustment shall be made and



this Agreement shall be modified in writing accordingly. No service for which additional compensation will be charged by the Contractor shall be furnished without the written authorization of the Village.

3.3. The Contractor shall, as a condition precedent to its right to receive a progress payment, submit to the Village an invoice accompanied by such receipts, vouchers, and other documents as may be necessary to establish costs incurred for all labor, material, and other things covered by the invoice and the absence of any interest, whether in the nature of a lien or otherwise, of any party in any property, work, or fund with respect to the Services performed under this Agreement. In addition to the foregoing, such invoice shall include: (a) employee classifications, rates per hour, and hours worked by each classification, and, if the Services are to be performed in separate phases, for each phase; (b) total amount billed in the current period and total amount billed to date, and, if the Services are to be performed in separate phases, for each phase; and (c) the estimated percent completion, and, if the Services are to be performed in separate phases, for each phase.

3.4. Notwithstanding any other provision of this Agreement and without prejudice to any of the Village's rights or remedies, the Village shall have the right at any time or times to withhold from any payment such amount as may reasonably appear necessary to compensate the Village for any actual or prospective loss due to: (1) services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete; (2) damage for which the Contractor is liable under this Agreement; (3) claims of subcontractors, suppliers, or other persons performing Contractors Services; (4) delay in the progress or completion of the Services; (5) inability of Contractor to complete the Services; (6) failure of the Contractor to properly complete or document any pay request; (7) any other failure of the Contractor to perform any of its obligations under this Agreement; or (8) the cost to the Village, including attorneys' fees and administrative costs, of correcting any of the aforesaid matters or exercising any one or more of the Village's remedies set forth in this Agreement. The Village must notify the Contractor of cause for withholding within fourteen (14) days of the Village's receipt of an invoice.

3.5. The Village shall be entitled to retain any and all amounts withheld pursuant to this Agreement until the Contractor shall have either performed the obligations in question or furnished security for such performance satisfactory to the Village. The Village shall be entitled to apply any money withheld or any other money due the Contractor under this Agreement to reimburse itself for any and all costs, expenses, losses, damages, liabilities, suits, judgments, awards, attorneys' fees, and administrative expenses incurred, suffered, or sustained by the Village and chargeable to the Contractor under this Agreement.

4. TERM AND TERMINATION.

4.1. This Agreement shall begin on _____, through _____.

4.2. This Agreement may be terminated, in whole or in part, by either party if the other party substantially fails to fulfill its obligations under this Agreement through no fault of the terminating party. The Village may terminate this Agreement, in whole or in part, for its convenience. No such termination is effective unless the terminating party gives the other party not less than ten (10) calendar day's written notice pursuant to Section 19 below of its intent to terminate.

4.3. If this Agreement is terminated by either party, the Contractor shall be paid for Services performed to the effective date of termination, including reimbursable expenses. In the event of termination, the Village shall receive reproducible copies of drawings, specifications and other documents completed by the Contractor pursuant to this Agreement.



5. INDEMNIFICATION.

5.1. The Contractor shall, without regard to the availability or unavailability of any insurance, either of the Village or the Contractor, indemnify, save harmless, and defend the Village and its officers, officials, employees, agents, and volunteers against any and all lawsuits, claims, demands, damages, liabilities, losses, and expenses, including reasonable attorneys' fees and administrative expenses, that may arise, or be alleged to have arisen, out of or in connection with the Contractor's performance of, or failure to perform, the Services or any part thereof, whether or not due or claimed to be due in whole or in part to the active, passive, or concurrent negligence or fault of the Contractor, but only to the extent caused by the negligence of the Contractor or its subcontractors or their respective employees.

6. INSURANCE.

6.1. The Contractor shall at the Contractor's expense secure and maintain in effect throughout the duration of this Agreement, insurance of the following kinds and limits set forth in this Section 6. The Contractor shall furnish Certificates of Insurance to the Village before starting work or within ten (10) days after the notice of award of the Agreement, whichever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed to do business in the State of Illinois and having a rating of at least A according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy unless fifteen (15) days prior written notice is given to the Village. This provision shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date, the issuing company shall mail fifteen (15) days' written notice to the certificate holder named to the left." The Contractor shall require any of its subcontractors to secure and maintain insurance as set forth in this Section 6 and indemnify, hold harmless and defend the Village and its officers, officials, employees, agents, and volunteers as set forth in this Agreement.

6.2. The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

(A) Commercial General Liability:

- i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.
- ii. Limits:

General Aggregate	\$ 2,000,000.00
Each Occurrence	\$ 2,000,000.00
Personal Injury	\$ 2,000,000.00
- iii. Coverage for all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor.

(B) Professional Liability:

- i. Per Claim/Aggregate \$2,000,000.00
- ii. Coverage for all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor, and the Contractor's obligations under the indemnification provisions of this Agreement to the extent same are covered.

(C) Workers' Compensation:

- i. Workers' compensation shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all



employees who provide Services, and in case work is sublet, Contractor shall require each subcontractor similarly to provide workers' compensation insurance. In case employees engaged in hazardous work under this Agreement are not protected under the Workers' Compensation Act, Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(D) **Comprehensive Automobile Liability:**

- i. Comprehensive Automobile Liability coverage shall include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.

- ii. Limits:

Combined Single Limit	\$1,000,000.00
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(E) **Umbrella:**

- i. Limits:

Each Occurrence/Aggregate	\$5,000,000.00
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(F) The Village, its officers, officials, employees, agents, and volunteers shall be named as additional insureds on all insurance policies set forth herein except workers' compensation and professional liability/malpractice. The Contractor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officers, officials, employees, agents, and volunteers.

6.3. The Village and the Contractor agree to waive against each other all claims for special, incidental, indirect, or consequential damages arising out of, resulting from, or in any way related to the Services.

6.4. The Contractor understands and agrees that, except as to professional liability, any insurance protection required by this Agreement or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village, its officers, officials, employees, agents and volunteers as herein provided. The Contractor waives and shall have its insurers waive, its rights of subrogation against the Village, its officers, officials, employees, agents and volunteers.

7. SUCCESSORS AND ASSIGNS.

7.1. The Village and the Contractor each bind themselves and their partners, successors, executors, administrators and assigns to the other party of this Agreement and to the partners, successors, executors, administrators and assigns of such other party in respect to all covenants of this Agreement. Except as above, neither the Village nor the Contractor shall assign, sublet or transfer its interest in this Agreement without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of any public body that may not be a party hereto, nor shall it be construed as giving any right or benefits hereunder to anyone other than the Village and the Contractor.

8. FORCE MAJEURE.



8.1. Neither the Contractor nor the Village shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to: acts of nature, war or insurrection, strikes or lockouts, walkouts, fires, natural calamities, riots or demands or requirements of governmental agencies.

9. AMENDMENTS AND MODIFICATIONS.

9.1. This Agreement may be modified or amended from time to time provided, however, that no such amendment or modification shall be effective unless reduced to writing and duly authorized and signed by the authorized representative of the Village and the authorized representative of Contractor.

10. STANDARD OF CARE.

10.1. The Contractor is responsible for the quality, technical accuracy, timely completion, and coordination of all Services furnished or required under this Agreement, and shall endeavor to perform such Services with the same skill and judgment which can be reasonably expected from similarly situated professionals.

10.2. The Contractor shall promptly make revisions or corrections regarding its Services resulting from its errors, omissions, or negligent acts without additional compensation. The Village's acceptance of any of the Contractor's Services shall not relieve Contractor of its responsibility to subsequently correct any such errors or omissions, provided the Village notifies the Contractor thereof within one (1) year of completion of Contractor's Services.

10.3. The Contractor shall respond to the Village's notice of any errors and/or omissions within seven (7) days of written confirmation by the Contractor of the Village's notice. Such confirmation may be in the form of a facsimile confirmation receipt by the Village, or by actual hand delivery of written notice by the Village to the Contractor.

10.4. The Contractor shall comply with all federal, state, and local statutes, regulations, rules, ordinances, judicial decisions, and administrative rulings applicable to its performance under this Agreement.

10.5. The Contractor shall give all notices, pay all fees, and take all other action that may be necessary to ensure that the Services are provided, performed, and completed in accordance with all required governmental permits, licenses, and other approvals and authorizations that may be required in connection with providing, performing, and completing the Services, and with all applicable statutes, ordinances, rules, and regulations, including, but not limited to, the Fair Labor Standards Act; any statutes regarding qualification to do business; any statutes prohibiting discrimination because of, or requiring affirmative action based on race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military service or other prohibited classification, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*, and the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.* The Contractor shall also comply with all conditions of any federal, state, or local grant received by the Village or the Contractor with respect to this Agreement.

10.6. The Contractor shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body that may arise, or be alleged to have arisen, out of



or in connection with the Contractor's, or its subcontractors', performance of, or failure to perform, the Services required pursuant to this Agreement or any part thereof.



11. DOCUMENTS AND BOOKS AND RECORDS.

11.1. Reports, examinations, information, observations, calculations, notes and any other reports, documents, data or information, in any form, prepared, collected, or received by the Contractor in connection with any or all of the Services to be provided pursuant to this Agreement (“Documents”) shall be and remain the property of the Village upon completion of the Services and payment to the Contractor all amounts then due under this Agreement. At the Village’s request, or upon termination of this Agreement, the Documents shall be delivered promptly to the Village. Contractor shall have the right to retain copies of the Documents for its files. Contractor shall maintain files of all Documents unless the Village shall consent in writing to the destruction of the Documents, as required herein.

11.2. The Contractor’s Documents and records pursuant to this Agreement shall be maintained and made available during performance of the Services under this Agreement and for three (3) years after completion of any Services. The Contractor shall give notice to the Village of any Documents to be disposed of or destroyed and the intended date after said period, which shall be at least ninety (90) days after the effective date of such notice of disposal or destruction. The Village shall have ninety (90) days after receipt of any such notice to give notice to Contractor not to dispose of or destroy said Documents and to require the Contractor to deliver same to the Village, at the Village’s expense. The Contractor and any subcontractors shall maintain for a minimum of three (3) years after the completion of this Agreement, or for three (3) years after the termination of this Agreement, whichever comes later, adequate books, records and supporting documents to verify the amounts, recipients and uses of all disbursements of funds passing in conjunction with the Agreement. All books, records and supporting documents related to this Agreement shall be available for review and audit by the Village and the federal funding entity, if applicable, and the Contractor agrees to cooperate fully with any audit conducted by the Village and to provide full access to all materials. Failure to maintain the books, records and supporting documents required by this section shall establish a presumption in favor of the Village for recovery of any funds paid by the Village under this Agreement for which adequate books, records and supporting documentation are not available to support their purported disbursement. The Contractor shall make the Documents available for the Village’s review, inspection and audit during the entire term of this Agreement and three (3) years after completion of the Services as set forth herein and shall fully cooperate in responding to any information request pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 et seq. by providing any and all responsive documents to the Village.

11.3. The Contractor shall have the right to include among Contractor’s promotional and professional materials those drawings, renderings, other design documents and other work products that are prepared by the Contractor pursuant to this Agreement (collectively “Work Products”). The Village shall provide professional credit to Contractor in the Village’s development, promotional and other materials which include Contractor’s Work Products.

11.4. The Contractor shall furnish all records related to this Agreement and any documentation related to the Village required under an Illinois Freedom of Information Act (5 ILCS 140/1 et. seq.) (“FOIA”) request within five (5) business days after the Village issues notice of such request to the Contractor. The Contractor shall not apply any costs or charge any fees to the Village regarding the procurement of records required pursuant to a FOIA request. The Contractor agrees to defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and agrees to pay all reasonable costs connected therewith (including, but not limited to reasonable attorney’s and witness fees, filing fees, and any other expenses) for the Village to defend any and all causes, actions, causes of action, disputes, prosecutions, or conflicts arising from the Contractor’s actual or alleged violation of the FOIA, or the Contractor’s failure to furnish all documentation related to a request within five (5) days after the Village issues notice of a request. Furthermore, should the



Contractor request that the Village utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, the Contractor shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees, and any other expenses) to defend the denial of the request. The defense shall include, but not be limited to, challenged or appealed denials of FOIA requests to either the Illinois Attorney General or a court of competent jurisdiction. The Contractor shall defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees and any other expenses) to defend any denial of a FOIA request by the Contractor's request to utilize a lawful exemption to the Village.

12. CONFIDENTIAL INFORMATION

12.1 The Contractor shall not disclose any and all proprietary and/or confidential information provided by the Village that is so marked or identified by the Village or as otherwise provided law that is received by the Contractor in the course of providing services to the Village without the prior written consent of an authorized representative of the Village or as required by law.

12.2. The Contractor shall always use all reasonable precautions to assure that all proprietary and/or confidential information is properly protected and kept from unauthorized persons.

12.3. Upon termination of this Agreement, the Contractor shall return to the Village all written, taped, or other descriptive matter, including, but not limited to drawings and diagrams, descriptions, and other papers and documents provided to the Contractor by the Village in connection with the services rendered under this Agreement which may contain proprietary and/or confidential information. The obligations set forth in this Section 12 shall survive the termination or expiration of this Agreement.

13. SAVINGS CLAUSE.

13.1. If any provision of this Agreement, or the application of such provision, shall be rendered or declared invalid by a court of competent jurisdiction, or by reason of it requiring any steps, actions or results, the remaining parts or portions of this Agreement shall remain in full force and effect.

14. NON-WAIVER OF RIGHTS.

14.1. No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

14.2. This Agreement shall not prohibit the Contractor from providing services to any other public or private entity or person. In the event that the Contractor provides Services to a public or private entity or person, the Village, at its sole discretion, may determine that such Services conflict with a service to be provided to the Village by Contractor, and the Village may select another contractor to provide such Services as the Village deems appropriate.

15. THE VILLAGE'S REMEDIES.

15.1. If it should appear at any time prior to payment for Services provided pursuant to this Agreement that the Contractor has failed or refused to prosecute, or has delayed in the prosecution of, the Services to be provided pursuant to this Agreement with diligence at a rate that assures completion



of the Services in full compliance with the requirements of this Agreement, or has attempted to assign this Agreement or the Contractor's rights under this Agreement, either in whole or in part, or has falsely made any representation or warranty, or has otherwise failed, refused, or delayed to perform or satisfy any other requirement of this Agreement or has failed to pay its debts as they come due ("Event of Default"), and has failed to cure, or has reasonably commenced to cure any such Event of Default within fifteen business days after the Contractor's receipt of written notice of such Event of Default, then the Village shall have the right, at its election and without prejudice to any other remedies provided by law or equity, to pursue any one or more of the following remedies:

15.1.1. The Village may require the Contractor, within such reasonable time as may be fixed by the Village, to complete or correct all or any part of the Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete and to take any or all other action necessary to bring the Contractor and the Services into compliance with this Agreement;

15.1.2. The Village may accept the defective, damaged, flawed, unsuitable, nonconforming, incomplete, or dilatory Services or part thereof and make an equitable reduction;

15.1.3. The Village may terminate this Agreement without liability for further payment of amounts due or to become due under this Agreement except for amounts due for Services properly performed prior to termination;

15.1.4. The Village may withhold any payment from the Contractor, whether or not previously approved, or may recover from Contractor any and all costs, including attorneys' fees and administrative expenses, incurred by the Village as the result of any Event of Default or as a result of actions taken by the Village in response to any Event of Default; or

15.1.5. The Village may recover any damages suffered by the Village as a result of Contractor's Event of Default.

15.2. In addition to the above, if the Contractor fails to complete any required Services pursuant to this Agreement, the Village shall be entitled to liquidated damages in the amount of five hundred dollars (\$500.00) per day for each day the Services remains uncompleted. This amount is not a penalty, and the parties agree to said amount given the difficulties associated with determining or calculating damages to the Village in the event the required Services are not completed on time.

16. NO COLLUSION.

16.1. The Contractor hereby represents and certifies that Contractor is not barred from contracting with a unit of state or local government as a result of: (1) a delinquency in the payment of any tax administered by the Illinois Department of Revenue unless Contractor is contesting, in accordance with the procedures established by the appropriate revenue Act, its liability for the tax or the amount of the tax, as set forth in 65 ILCS 5/11-42.1-1; or (2) a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 et seq. The Contractor hereby represents that the only persons, firms, or corporations interested in this Agreement are those disclosed to the Village prior to the execution of this Agreement, and that this Agreement is made without collusion with any other person, firm, or corporation. If at any time it shall be found that the Contractor has in procuring this Agreement, colluded with any other person, firm, or corporation, then the Contractor shall be liable to the Village for all loss or damage that the Village may suffer thereby, and this Agreement shall, at the Village's option, be null and void and subject to termination by the Village.



17. ENTIRE AGREEMENT.

17.1. This Agreement sets forth all the covenants, conditions and promises between the parties, and it supersedes all prior negotiations, statements or agreements, either written or oral, with regard to its subject matter. There are no covenants, promises, agreements, conditions or understandings between the parties, either oral or written, other than those contained in this Agreement.

18. GOVERNING LAW AND VENUE.

18.1. This Agreement shall be governed by the laws of the State of Illinois both as to interpretation and performance.

18.2. Venue for any action pursuant to this Agreement shall be in the Circuit Court of Cook County, Illinois.

19. NOTICE.

19.1. Any notice required to be given by this Agreement shall be deemed sufficient if made in writing and sent by certified mail, return receipt requested, by personal service, or email transmission to the persons and addresses indicated below or to such other addresses as either party hereto shall notify the other party of in writing pursuant to the provisions of this subsection:

If to the Village:

Village Manager
Village of Oak Park
123 Madison Street
Oak Park, Illinois 60302
Email: villagemanager@oak-park.us

If to the Contractor:

Email: _____

19.2. Mailing of such notice as and when above provided shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

19.3. Notice by email transmission shall be effective as of date and time of transmission, provided that the notice transmitted shall be sent on business days during business hours (9:00 a.m. to 5:00 p.m. Chicago time). In the event email notice is transmitted during non-business hours, the effective date and time of notice is the first hour of the first business day after transmission.

20. BINDING AUTHORITY.

20.1. The individuals executing this Agreement on behalf of the Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Agreement.

21. HEADINGS AND TITLES.

21.1. The headings and titles of any provisions of this Agreement are for convenience or reference only and are not to be considered in construing this Agreement.

22. COUNTERPARTS; FACSIMILE OR PDF/MAIL SIGNATURES.



22.1. This Agreement shall be executed in counterparts, each of which shall be considered an original and together shall be one and the same Agreement.

22.2 A facsimile or pdf/email copy of this Agreement and any signatures thereon will be considered for all purposes as an original.

23. EFFECTIVE DATE.

23.1. As used in this Agreement, the Effective Date of this Agreement shall be the last date of its execution by one of the parties as set forth below.

24. AUTHORIZATIONS.

24.1. The Contractor’s authorized representatives who have executed this Agreement warrant that they have been lawfully authorized by the Contractor’s board of directors or its by-laws to execute this Agreement on its behalf. The Village Manager and Village Clerk warrant that they have been lawfully authorized to execute this Agreement. The Contractor and the Village shall deliver upon request to each other copies of all articles of incorporation, bylaws, resolutions, ordinances or other documents which evidence their legal authority to execute this Agreement on behalf of their respective parties.

25. EQUAL OPPORTUNITY EMPLOYER.

25.1. The Contractor is an equal opportunity employer and the requirements of 44 Ill. Adm. Code 750 APPENDIX A and Chapter 13 (“Human Rights”) of the Oak Park Village Code are incorporated herein as though fully set forth. The Contractor shall not discriminate against any employee or applicant for employment because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work, and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization. The Contractor shall comply with all requirements of Chapter 13 (“Human Rights”) of the Oak Park Village Code.

25.2. In the event of the Contractor’s noncompliance with any provision of Chapter 13 (“Human Rights”) of the Oak Park Village Code, the Illinois Human Rights Act or any other applicable law, the Contractor may be declared non-responsible and therefore ineligible for future Agreements or subcontracts with the Village, and the Agreement may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

25.3. In all solicitations or advertisements for employees placed by it on its behalf, the Contractor shall state that all applicants will be afforded equal opportunity without discrimination because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work.

**[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK-
SIGNATURE PAGE FOLLOWS]**



IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be signed by their duly authorized representatives on the dates set forth below.

VILLAGE OF OAK PARK

[NAME OF CONTRACTOR]

By: Kevin J. Jackson
Its: Village Manager

By:
Its:

Date: _____, 2026

Date: _____, 2026

ATTEST

ATTEST

By: Christina M. Waters
Its: Village Clerk

By:
Its:

Date: _____, 2026

Date: _____, 2026

EXHIBIT B

Yellow shows areas where daytime parking time limits are waived for vehicles with a valid vehicle license based on the registered address.



