



## **2025 Canmore Pay-Parking Program**

### **Request for Proposal (RFP) FOR PAY-PARKING SERVICES AND EQUIPMENT**

**SUMMARY:**

This request for proposal is an invitation by the Town of Canmore (the Town) to provide pay-parking services. The Project consists of replacing existing hardware and software that is currently being used to facilitate and enforce paid and permit parking in various areas throughout the Townsite. The Project scope includes integrated software and equipment to allow for permitting, virtual and on-site parking payments, and parking enforcement. Multiple Vendors may be considered.

<b>REFERENCE NUMBER:</b>	<b>7425</b>
<b>CLOSING DATE:</b>	<b>July 11, 2025</b>
<b>CLOSING TIME:</b>	<b>14:00:00 Mountain Time Zone</b>
<b>DATE ISSUED:</b>	<b>June 9, 2025</b>
<b>NOTE:</b>	<b>RESPONSES WILL NOT BE OPENED PUBLICLY</b>

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## 1.0 INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR PROPOSALS

**1.1.1 Closing Date and Time: Proposals must be received not later than 14:00:00 hours Mountain Time Zone (Canmore local time) on July 11, 2025.**

**1.1.2** Responses are to be delivered to:

Proponents shall submit their Proposal to the Town of Canmore by email to the attention of Danielle Liwanag, Paid Parking Coordinator at [danielle.liwanag@canmore.ca](mailto:danielle.liwanag@canmore.ca). The Proposal document is to be in PDF format only (.pdf) and all components shall be formatted and combined into one file that is attached to the email submission. Responses by facsimile will not be accepted.

**1.1.3 RFP Contact Person:**

For clarification or additional information, Proponents shall **only** contact the person listed below.

Danielle Liwanag, Paid Parking Coordinator

Email – [danielle.liwanag@canmore.ca](mailto:danielle.liwanag@canmore.ca)

See Section 2.0, item 2.6 below for additional information for Questions and Clarifications.

**1.1.4** The Town of Canmore may in its sole discretion disqualify responses that do not meet the formatting and other criteria set out in Section 4.0 of this RFP.

**1.1.5** Responses must be in English.

**1.1.6** Pricing submissions shall be stated in Canadian dollars with Goods and Services Tax (GST) extra.

**1.1.7** Each Proponent is solely responsible for ensuring that its response is received at the specified email address by the specified closing date and time. Strict adherence to the closing date and time will be maintained, and unless the deadline date is extended by issue of Addendum, all responses received after this time and date will be returned unopened.

**1.1.8** This Request for Proposals is not a tender and the Town of Canmore does not intend for the laws of competitive bidding to apply.

**1.1.9 An Optional Pre-Proposal meeting is scheduled for June 18, 2025 at 10:00 a.m.** Note that specific and pertinent information may be conveyed at this meeting. Proponents attending this meeting may be privy to Project information that may not necessarily be contained in the documentation herein. The meeting will be held via Microsoft Teams:

Meeting ID: 292 183 780 253 3

Passcode: Dv2iL7Wm

Audio Only: 1 647-794-5620

Phone Conference ID: 263 075 247#

**END OF SECTION 1.0**

## **2.0 GENERAL CONDITIONS OF RESPONSE**

### **2.1 PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)**

The Town of Canmore is issuing this Request for Proposal (RFP) to select one or multiple Vendor(s) for an integrated pay-parking system that allows for the flexible management of payments, permits, and efficient enforcement and fine payment for the Town of Canmore pay-parking program. The system is to integrate with existing Town of Canmore equipment where feasible and practical.

The Town of Canmore reserves the right to modify the terms or cancel the RFP process at any time.

### **2.2 SUBMISSION OF RESPONSE TO THE RFP**

**2.2.1** By submitting a response to this RFP, each Proponent accepts its terms and conditions. In addition, by submitting its response each Proponent waives all claims, rights, demands and the benefit of any provisions of any statute, rule of law or regulation that might adversely affect the rights of the Town of Canmore under this RFP.

**2.2.2** Each Proponent shall make full disclosure of any actual or potential conflict of interest arising from any existing business or personal relationships with any of the following (each, a “Conflicted Person”): (i) any employee of the Town of Canmore; (ii) any member of the Town of Canmore Town Council (councillor); (iii) any board or committee member; (iv) any family member of any such employee, councillor or board/committee member; or (v) any business entity controlled by or otherwise not at arm’s length to any one or more of any such employee, councillor, board/committee member or family member.

Without limiting the foregoing, details should be provided of any direct or indirect pecuniary interest of any Conflicted Person in the supply of the services contemplated by this RFP.

Disclosure of any such actual or potential conflict of interest shall be made in writing with the Proponent’s response.

**2.2.3** This RFP and any contracts subsequently entered into as a result hereof shall be governed by the laws of the Province of Alberta and the laws of Canada applicable therein. The courts of the Province of Alberta shall have exclusive jurisdiction over this RFP and any contracts entered into as a result hereof.

**2.2.4** Proposal documents must be completed in accordance with the requirements of the Request for Proposal documents and no amendment or change to Proposals will be accepted after the closing date and time.

**2.2.5** All documents submitted by Proponents in response to this RFP are to remain the property of the Town of Canmore.

**2.2.6** Proposals shall be irrevocable for sixty (60) days following the closing of the RFP and the Proposals shall be retained by the Town of Canmore.

**2.2.7** Proposals shall be signed by an authorized signatory of the Proponent using the Signature and Waiver Sheet in Section 5.0. If the Proponent is an incorporated company, the corporate seal of the Proponent shall be affixed or a certified true copy of a resolution of the corporation naming the person(s) in question as authorized to sign agreements on behalf of the corporation shall be attached to the Proposal. Proponents who are sole proprietorships or partners shall sign their RFP response in such a way as to irrevocably bind the Proponent in an authorized manner.

## **2.3 NO COMMITMENT**

- 2.3.1** No commitment on the part of the Town of Canmore shall exist under this RFP unless and until the Proponent receives official written confirmation from the Town of Canmore that it has been selected to complete the work.

## **2.4 LIMITATION OF LIABILITY**

- 2.4.1** The Town of Canmore will have no liability to any person or entity for any damages, including, without limitation, direct, indirect, special or punitive damages, arising out of or otherwise relating to this RFP, the Proponent's participation in this RFP process or the Town of Canmore's acts or omissions in connection with the conduct of this RFP process. This limitation applies to all possible claims by a Proponent, whether arising in contract, tort, equity, or otherwise, including, without limitation, any claim for a breach by the Town of Canmore of a duty of fairness or relating to a failure by the Town of Canmore to comply with the terms set forth in this RFP.

## **2.5 ACCEPTANCE OR REJECTION**

- 2.5.1** The Town of Canmore reserves the right to reject any or all responses. Without limiting the generality of the foregoing, the Town of Canmore may reject any response which it deems:

- a) is incomplete, obscure, irregular, unrealistic or noncompliant;
- b) has erasures, ambiguities, inconsistency or corrections; or
- c) fails to complete, or provide any information required by, any provision of this RFP.

Further, a response may be rejected on the basis of the Town of Canmore's understanding of the Proponent's past record of work, its general reputation, its financial capabilities, the completion schedule or a failure to comply with any applicable law.

The purpose of the Town of Canmore is to obtain the most suitable responses to the Project and to further the interests of the Town of Canmore and what it wishes to accomplish in carrying out the Project. Therefore, the Town of Canmore has the right to waive any irregularity or insufficiency or noncompliance in any response submitted and to accept the response or responses which it deems most favourable to its interests or to reject all responses and cancel the RFP.

In addition to any rights identified elsewhere in this RFP, the Town of Canmore reserves the right to:

- a) reject any and all responses;
- b) add, delete or change the terms of this RFP at any time prior to the specified closing date and time;
- c) during the evaluation period, seek clarification of any Proponent's response, including consequential amendments, or any additional information from any Proponent;
- d) accept or reject, in whole or in part, any response without giving any reason;
- e) have any documents submitted by the Proponent reviewed and evaluated by any party, including independent Consultants;
- f) cancel the RFP process without penalty at any time for any reason; and
- g) negotiate and enter into an agreement with any Proponent notwithstanding any noncompliance by the Proponent's response with any requirement of this RFP.

The Town of Canmore is the sole and final judge with respect to the selection of any Successful Proponent as a result of this RFP process. Details of the Town's expectations and the evaluation procedure are outlined in Subsection 3.4.1 and Subsection 4.3 respectively.

All Proponents submitting a response to this RFP will be advised of the results of the RFP process by email or regular mail. Please allow at least six weeks for responses to be evaluated by the Town of Canmore.

## **2.6 QUESTIONS AND CLARIFICATIONS**

- 2.6.1** Procedural or technical questions shall be submitted in writing and should include references to a specific section and item number.
- 2.6.2** Dependent upon their nature, comments or answers will be returned via email or through an addendum should the information be applicable to all Proponents.
- 2.6.3** Amendments to this RFP will be valid and effective only if confirmed by written addenda. Addenda may be issued during the Proposal response period. All addenda become part of the agreement and receipt must be confirmed in the Proponents Proposal submission.
- 2.6.4** Any addenda documents will be issued by the same method that this RFP was issued.
- 2.6.5** It is the Proponent's responsibility to clarify the interpretation of any item of this RFP a minimum of 72 hours prior to the stated closing date and time by contacting the Town of Canmore's designate (as above).

## **2.7 DISCREPANCIES IN NUMBERS**

- 2.7.1** In the event of a numerical discrepancy or error in a Proposal, the written number will prevail.
- 2.7.2** In the event of pricing extension errors, the unit price will apply.

## **2.8 CONFIDENTIALITY AND FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT**

- 2.8.1** All information including, without limitation, any technology of a proprietary or novel nature which is disclosed to a Proponent by the Town of Canmore or a third party as a representative of the Town of Canmore (which information, in addition to the confidentiality requirements hereunder, will be kept confidential by the Proponent in accordance with the terms of its disclosure by such third party) or which is otherwise obtained by the Proponent in connection with this RFP process, other than that which is common knowledge or within the public domain, is the confidential property of the Town of Canmore and must not be disclosed by the Proponent, except to duly authorized representatives of the Town of Canmore. Such confidential information or property is not to be employed other than in connection with responding to this RFP unless otherwise duly authorized by the Town of Canmore in writing. These confidentiality provisions will remain binding obligations on each Proponent following the conclusion of this RFP process until the Town of Canmore reasonably determines that such confidential information referred to herein has become part of the public domain (other than by disclosure or use prohibited herein) and releases the Proponent from its confidentiality obligation. This requirement does not prohibit any Proponent from complying with an order to provide information or data issued by a court or other authority with proper jurisdiction or to act to correct or report a situation which the Proponent may reasonably believe to endanger the safety or welfare of the public.

- 2.8.2** The Proponent acknowledges that any information or documents provided by it to the Town of Canmore may be released pursuant to the provisions of the *Freedom of Information and Protection of Privacy Act*. This acknowledgement shall not be construed as a waiver of any right to object to the release of any information or documents.
- 2.8.3** The Town of Canmore acknowledges that a Proponent's response may contain information in the nature of a Proponent's trade secrets or commercial, financial, labour relations, scientific or technical information of or about a Proponent. The Town of Canmore agrees that portions of responses to this RFP which are provided in confidence will be protected from disclosure to the extent permitted by law. The Town of Canmore is bound by the *Freedom of Information and Protection of Privacy Act* (Alberta), as amended from time to time, and all documents submitted to the Town of Canmore will be subject thereto. Each Proponent must identify appropriate parts of its response or other documents submitted to the Town of Canmore as confidential and specify what harm could reasonably be expected from its disclosure; however, the Town of Canmore may not be able to ensure that such parts will not be protected from access.
- 2.8.4** Proponents are advised that the Town of Canmore will, as necessary, be disclosing the responses on a confidential basis to its employees and advisors who have a need to know in connection with this RFP process for, among other things, the purpose of evaluating and participating in the evaluation of the responses. It is the responsibility of each Proponent to ensure that all personal information provided to the Town of Canmore with respect to the Proponent's personnel and their experience is supplied with the informed consent of such individuals and in accordance with applicable law. By submitting any personal information each Proponent represents and warrants that it has obtained the informed consent of the individuals who are the subject of such information to its collection, use and disclosure for purposes of this RFP response. Also, such individuals are agreeing to the use of such information as part of the RFP evaluation process, for any audit of the procurement process and for contract management and performance purposes.
- 2.8.5** Proponents in custody or control of records provided to the Proponent by the Town of Canmore records shall abide by the privacy and non-disclosure provisions of the *Freedom of Information and Protection of Privacy Act* respecting these records as if this act applied directly to the Proponent, and shall generally assist the Town in its own compliance with the *Freedom of Information and Protection of Privacy Act* respecting records provided to the Proponent.

## **2.9 COST OF PREPARATION**

- 2.9.1** Any cost incurred by the Proponent in the preparation of its response to this RFP shall be borne solely by the Proponent.
- 2.9.2** Proponents may be invited to participate in an interview. Any cost incurred by the Proponent for preparation for and/or participating in this interview shall be borne solely by the Proponent.

## **2.10 OWNERSHIP OF SUBMISSIONS**

- 2.10.1** All responses submitted to the Town of Canmore become the property of the Town of Canmore and shall not be returned. They will be received and held in confidence by the Town of Canmore, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
- 2.10.2** Unsuccessful Proponent submissions will be kept as record for the procurement process until two years after the date of decision for the RFP award.



## **2.11 CLARIFICATION FROM PROPONENTS**

- 2.11.1** The Town of Canmore reserves the right to seek from any/all Proponents any further clarification it may require on responses submitted pursuant to this RFP.

## **2.12 PROPONENT PERFORMANCE**

- 2.12.1** The Vendor(s) may be evaluated throughout the course of service delivery in connection with any specific work or Projects undertaken as a result of any agreement entered into between any Vendor(s) and the Town of Canmore. The Town of Canmore may also conduct periodic reviews/assessments of any Vendor(s), taking into consideration, in addition to specific work related to the Project undertaken by the Vendor(s), ongoing Vendor staff qualifications, experience, training, and staff changes. Any evaluation/assessment will be shared with the Vendor(s), with the goal of immediate and permanent resolution where concerns have been raised. The Town of Canmore reserves the right to remove from the roster any selected Vendor(s) who have been qualified by this RFP process by way of written notice if, in the sole discretion of the Town of Canmore, based on any on-going or specific evaluation or assessment of the Vendor(s) or its performance of any work, it is deemed to be in the Town of Canmore's best interests.

## **2.13 LENGTH OF AGREEMENT**

- 2.13.1** The work agreement shall be for a period of three years from the date that the software is successfully implemented for use by the public, with two one-year extensions that may be granted by the Town of Canmore contingent on performance.

The latest possible deadline to have the program as outlined fully operational will be February 28, 2026, with no flexibility in deadlines. The Successful Proponent(s) shall be able to commit to this date of completion. Any additional or future work awarded is not included in this Project deadline.

- 2.13.2** The Town reserves the right to extend the above-noted timeline to complete any work in progress.
- 2.13.3** Additional award periods will generally be based on mutual agreement between The Town and the Successful Proponent(s). The Town reserves the right to negotiate changes to existing agreements for the work to reflect current conditions at the time of extension or renewal.
- 2.13.4** The Town of Canmore may, subject to the provisions of this section, by written notice of default to the Vendor(s), terminate the whole or any part of the contract in any one of the following circumstances:
- If the Vendor(s) fail to make delivery of the supplies, or to perform the agreed upon services within the time specified or any extension thereof; or
  - If there is a significant security breach/hole that exposes public and/or Town data, which the Vendor(s) refuse or are unable to rectify; or
  - If the Vendor(s) fail to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the Project in accordance with the terms outlined in the contract, and in either of these circumstances, does not cure such failure within a period of ten (10) days, or such longer period as the Town of Canmore may authorize in writing, after receipt of notice from the Town of Canmore specifying any such failure.

## **2.14 FORM OF CONTRACT**

- 2.14.1** The Town of Canmore will be issuing a Letter of Award and Vendor Service Agreement to the Successful Proponent(s) to deliver the work described within this RFP.

## **2.15 SERVICES TERMS AND CONDITIONS**

- 2.15.1** Final agreements with the Successful Proponent(s) may consist of any number of the following documents, including all amendments thereto:

- Request for Proposal
- Addenda
- Letter to Successful Proponent
- Statement of Scope
- Technical & Fee Proposal
- Letter of Award
- Service Agreement

- 2.15.2** The Service Agreement sets out the terms and conditions of consulting services to the Town of Canmore.

- 2.15.3** Any inconsistent or conflicting provisions contained within the documents forming the Agreement shall be resolved in the following order:

- Service Agreement
- Letter of Award
- Statement of Scope
- Technical & Fee Proposal
- Addenda
- Request for Proposal

## **2.16 STAFF CHANGES**

- 2.16.1** Staff changes by the Successful Proponent(s) will require written approval from The Town prior to any such change, which approval The Town may withhold in its sole discretion. The qualifications and experience of the proposed staff change must be equivalent to or better than the staff proposed in the Proposal received. The Town reserves the right, in addition, and without prejudice to any other right or remedy, to immediately terminate the Agreement as a result of the failure by the Successful Proponent(s) to provide the staff proposed.

## **2.17 NON-ASSIGNMENT**

- 2.17.1** The Successful Proponent(s) will be expected to deliver the work. Neither the contract nor any rights or obligations to perform the work under the contract will be assignable by the Successful Proponent(s) without the prior written consent of the Town of Canmore. The granting of such consent shall be within the sole and unfettered discretion of the Town of Canmore, and based on the terms of this consent may not relieve the Successful Proponent(s) of liability to perform the work. Proponents who anticipate requesting to assign some or all of the contract must notify the Town as part of their responses to this RFP.

## **2.18 DEPOSITS**

- 2.18.1** The Town of Canmore will not consider the payment of a deposit to the Successful Proponent(s) for the scope of work in this RFP.

## **2.19 TERMS OF PAYMENT**

- 2.19.1** Invoices will be paid within 28 days from the approval date of the invoice.

## **2.20 INSURANCE AND WORKERS' COMPENSATION BOARD REQUIREMENTS**

### **2.20.1 Mandatory Eligibility Requirements**

As a mandatory eligibility requirement for response to this RFP:

- 2.20.2** The Successful Proponent(s) shall carry at all times during the performance of the work General Liability/ Umbrella Liability Insurance with a limit of not less than TWO MILLION DOLLARS (\$2,000,000) inclusive per occurrence for bodily injury (including death) and damage to property including loss of use thereof. Such insurance shall at a minimum include coverage of broad form property damage, contractual liability, cross liability, completed operations and product liability, and such other types of insurance as would be carried by a prudent person performing such contract work and as the Town of Canmore may from time to time require.
- 2.20.3** The Successful Proponent(s) shall carry at all times during the performance of the work Automobile Liability Insurance for owned and non-owned automobiles with a limit of not less than TWO MILLION DOLLARS (\$2,000,000) inclusive per occurrence.
- 2.20.4** The Successful Proponent(s) shall at all relevant times carry Workers Compensation Board coverage of either of Alberta or of another AWCBC board that will extend the required amount of coverage to cover the employee outside of their home province. Proponents shall submit their WCB number together with a letter from the appropriate department indicating there are no outstanding fees, fines, claims or debts due on the Successful Proponent(s)'s account to the Town of Canmore prior to the commencement of the work.

## **2.21 RESPONSIBILITIES OF SUCCESSFUL PROPONENT(S)**

- 2.21.1** The Successful Proponent(s) shall supply insurance coverage and pay all costs and expenses, including premiums relating to the insurance coverage requirements as set out herein, and shall supply the Town of Canmore with a certificate of insurance for all policies on an annual basis. Such policies will include a statement that the coverage shall not be terminated without a prior 30-day written notice to the Town of Canmore.
- 2.21.2** The Successful Proponent(s) or their insurer will notify the Town of Canmore at least thirty (30) days prior to any change in insurer, any cancellation of the insurance policy, or any substantial change in the policy or coverage that would materially alter the coverage provided by the Successful Proponent(s) to the Town of Canmore.
- 2.21.3** The Successful Proponent(s) shall provide a certificate of insurance for the above-required insurance to the Town of Canmore within five (5) days of notification of award or prior to commencing the work, whichever is sooner.

## **2.22 INDEMNIFICATION**

- 2.22.1** The Successful Proponent(s) agree to indemnify and save harmless the Town of Canmore, its councillors, officers, agents, representatives, and employees, against all suits or claims, requests, legal action and liability regardless of the nature and expenses sustained from injuries or death or any damages or loss to property as a result of the usage of premises or in the execution of the Successful Proponent(s) functions arising from this contract except to the extent of the Town of Canmore's gross negligence.
- 2.22.2** At no time will the Town of Canmore be responsible for any injury sustained by the Successful Proponent(s), their employees or any person on the Town of Canmore's premises, nor will the Town of Canmore be responsible for any loss, including loss of profits or damage caused to the goods of the Successful Proponent(s), their employees or any other person, including damage to vehicles and their contents, while these goods are on the Town of Canmore's premises or site.
- 2.22.3** The Town of Canmore shall not be liable for any incidental, indirect, special or consequential damages or any loss of use, revenue or profit of the Successful Proponent(s) arising out of or in any way related to this RFP or subsequent contract.

## **2.23 INFORMATION SECURITY STANDARDS**

- 2.23.1** Successful Proponents that provide information technology or web-related services to the Town of Canmore as part of their work on the Project shall be required to comply with the Town of Canmore's Information Security Standards as updated from time to time. These standards may overlap with and are additional to the functional and requirements of the specific Project. The Town of Canmore may require Proponents to demonstrate compliance with these standards as part of the Town's review and evaluation of proposals, quotations and qualifications. If not appended hereto, it is the Proponent's responsibility to request the Information Security Standards and access their ability to comply as part of responding to this request.

## **2.24 CANADIAN FREE TRADE AGREEMENT**

- 2.24.1** This RFP and corresponding purchases are subject to *Chapter Five – Government Procurement* of the Agreement. The name of the Successful Proponent(s) and the value of the award will be posted on the Alberta Purchasing Connection.

## **2.25 DEBRIEFING**

- 2.25.1** The Town of Canmore will offer a debrief to unsuccessful Proponents on request.

**END OF SECTION 2.0**

## 3.0 PROJECT OVERVIEW AND SCOPE

### 3.1 RFP DEFINITIONS

Town	the Town of Canmore
Project	CAP 7425 – Pay Parking Services and Equipment
Proponent	a firm, individual or company who or which intends to submit or does submit a Proposal pursuant to this RFP.
Proposal	a submission to the Town of Canmore in response to this RFP.
Successful Proponent	a firm, individual or company with whom the Town of Canmore may decide to initially discuss contract arrangements based upon acceptance of the Proponent's Proposal.
Vendor	a Successful Proponent to whom the Town of Canmore issues a letter or award and subsequent contract for the scope detailed in this RFP
Residential Parking Permit	a parking permit that residents of the Town of Canmore can apply for that grants a credited three (3) hours of free parking per day
Residential Parking Zone	a zone in an area that restricts parking to individuals with a Residential Parking Permit, or registered guests.

### 3.2 PROJECT DESCRIPTION/DESCRIPTION OF NEED

- 3.2.1** The Project includes five scopes of work (described in 3.4.1) in support of Canmore's continued operation of a pay-parking system. Vendor scope(s) include provision of integrated software and hardware solutions in support of parking payment, permitting, and enforcement.

Licence Plate Recognition (LPR) based enforcement, online ticket appeals, and online ticket payments. Expansion to additional permit types is also envisioned for the near future.

### 3.3 PARKING VOLUMES

- 3.3.1** The Town currently manages approximately 750 parking stalls that generate upwards of 600,000 transactions per year. Additional zones are planned for the near future adding to the number of stalls and transactions.

- 3.3.2** The Town of Canmore pay-parking program currently consists of four pay-parking locations:

1. Town Centre – approx. 563 stalls
2. Quarry Lake – approx. 128 stalls
3. Riverside Park – approx. 34 stalls
4. Boat Launch – approx. 25 stalls

In addition to the pay-parking areas, Residential Parking Zones in high parking demand areas are managed by the Town. These zones restrict parking to residents only, to manage spillover from pay-parking areas.

The Town anticipates future expansion to additional locations, for both pay-parking and Residential Parking Zones. The Vendor(s) shall be flexible and able to adjust and implement paid parking zones when required by the Town of Canmore, with minimal disruption to operations or incremental cost.

### **3.4 SCOPE OVERVIEW/SCOPE OF SERVICES**

#### **3.4.1 GENERAL SCOPE OF WORK**

The objectives of the pay-parking program are:

- To reduce peak parking occupancy to between 80%-90% in the Town Centre zone so that parking users are easily able to find a place to park;
- To encourage parking stall turnover in locations close to the Town Centre businesses and services;
- To reduce traffic congestion resulting from vehicles circling to find a parking space;
- To encourage a transportation mode shift to sustainable modes of transit such as transit, walk, bike, and carpool;
- To provide a source of revenue which funds parking maintenance and operations, fare-free local transit, and enhancements to the areas served by the pay-parking zones;
- Manage spillover impacts on neighborhoods adjacent to pay-parking areas

The Town of Canmore reserves the right to select a single Vendor or negotiate partial awards of scope to multiple Vendors, should it be deemed by the Town as necessary for successful implementation. In the event that multiple Vendors are selected the Town of Canmore will manage collaboration between Successful Proponents. The Town will select exactly one Vendor to be responsible for any individual scope, and Vendors can be selected for a few as one scope to as many as five scopes. Vendors are only expected to fulfill the work for the scopes they are awarded.

The Successful Proponent(s) will be responsible for the following deliverables:

##### Scope A: virtual parking payment system

- Web-based payment system
  - The Successful Proponent shall supply a web-based payment system that allows parking users to pay for parking in various paid parking zones both via web link and a mobile app available on both the Apple App Store and Google Play Store, using credit, debit, and Apple/Google Pay.
  - The payment system should be flexible to easily and quickly accommodate changes of rates, hours, and zones at no cost to the Town of Canmore.
  - The system should be able to accommodate the variety of parking users in the Town of Canmore - a mix of residents, local and regional visitors, and international tourists, who may be using a variety of devices and platforms, bank cards from outside Canada or require use in varying languages.
  - The system shall be able to integrate with the permitting and enforcement systems to allow for smooth management and enforcement of the paid parking program.
  - The system shall support credit card transactions and meet all current PCI credit card processing and storage security standards.

Scope B: on-site parking payment system

- Physical parking payment system
  - The Successful Proponent shall supply and install an estimated twenty (20) parking machines which allow parking users to pay for parking in various paid parking zones by credit, debit, and Apple/Google Pay. These parking machines shall not take cash payments.
  - The final quantity and locations of pay machines shall be determined with the Successful Proponent at time of award.
  - The payment system should be flexible as to easily and quickly accommodate changes of rates, hours, and zones at no cost to the Town of Canmore.
  - The provided machines shall meet the following appearance requirements:
    - Finished with an anti-graffiti coating
    - Have black as the base colour as a design requirement; powder coat is preferred, with spray as an acceptable alternative
    - Be solar powered, with the solar paneling integrated in the design as to ensure that the solar unit does not appear as an add-on. Include battery and solar panel specifications as part of the submission.
    - Design and installation of a wrap that meets the Town of Canmore's design standards.
  - The provided machines shall meet the following technical requirements:
    - Machines must meet all current PCI credit card processing and storage security standards
    - Equipment must meet all Canada and Alberta safety and accessibility requirements which shall include but not be limited to CSA standards, and Accessible Canada Act.
    - Full networking capabilities between all aspects of the pay machines
    - System must include pre-programmed integration with the provided permitting, virtual payment, and enforcement systems, with the ability to recognize existing permits and adjust rates accordingly, as well as conduct real-time enforcement
    - Ability to remotely program rate changes, which occur multiple times per year
    - Ability to send remote alarm notifications, such as for low receipt rolls, paper jams, vandalization, etc. by email and/or SMS
    - Industry standard encryption of real time information
  - The provided machines shall have the following payment option attributes:
    - Pay machines shall accept Interac, all major credit cards (minimum Visa, Mastercard, American Express), as well as electronic wallets such as Apple/Google Pay, and the ability for contactless payment
    - Provide secure encrypted real time authorization through a processor selected by the Town
    - Pay machines shall come supplied with an EMV chip and pin card reader, with a pin pad and privacy shield according to PCI-PED standards
    - Support an optional receipt function
    - Support the ability to extend parking time at any pay-machine or remotely through the accompanying web-based payment system



- The Successful Proponent shall be capable of deploying a service technician to the project site to resolve issues with the physical payment system within 3 business days of issue identification by the Town.

**Scope C: Permitting**

- **Residential Parking Permits**
  - The Successful Proponent shall supply a resident parking permit system, in which residents of Canmore can apply for a parking permit which grants them with a credited three (3) hours of parking per day, usable in 15-minute increments, which does not accrue.
  - The Residential Parking Permit also grants free parking within any Residential Parking Zone.
  - Permit users who live within a specified Residential Parking Zone shall also be permitted to register up to two (2) guests at a time, for a period of up to ten (10) days each.
  - Residential Parking Permits will be renewed at various intervals specified by the Town (e.g. six months, twelve months, etc.). The renewal process associated with Residential Parking Permits should be user friendly and simple.
  - The Successful Proponent is expected to facilitate the transfer of existing and active Residential Parking Permits from the current database to their supplied system, to ensure a smooth transition for permit holders.
  - The Residential Parking Permits system should be flexible to easily and quickly accommodate changes of eligibility criteria, credited parking allotment, guest permit specifications, and zones at no cost to the Town of Canmore.
- **Monthly parking permits**
  - The Successful Proponent shall supply a monthly parking permit system which can support the following permits:
    - A monthly permit available only for those who have an approved Residential Parking Permits, at two specified rates for varying times of the year in specific zones
    - A monthly permit available for non-residents of Canmore, available only at certain times of the year, at a specified rate, and only in specific zones
  - The monthly permit system should be flexible to easily and quickly accommodate changes of rates, hours, eligibility criteria, and zones at no cost to the Town of Canmore.
- **System requirements**
  - Secure, easy, and intuitive public facing web-based application
  - Ability for Town staff to efficiently process and issue permits, including an online payment option to accommodate paid monthly permits
  - Secure integration with payment systems
  - Flexibility to allow for multiple permit classifications with unique privileges
  - Ability for Town staff to vary rates and durations based on permit type, permit number, parking location, and season
  - Secure integration of permitting software with enforcement database to allow for use of LPR for enforcement



**Scope D: Parking Enforcement**

- **Parking enforcement system**
  - The Successful Proponent shall supply parking enforcement software which can be used both for enforcement of paid parking and all parking-related offences. This software shall be compatible with the Town of Canmore's existing hardware, which consists of Android smartphones, and Zebra ZQ520 series printers. In lieu of software that is compatible with existing the device(s), the Successful Proponent could instead supply the compatible hardware required.
  - The parking enforcement software shall be able to accommodate a number of offences with varying fine amounts, some of which may have an early fine payment option. Officers shall also be able to issue warnings for the same offences, which detail what the potential fine amount would be if a fine were to be issued.
  - The parking enforcement system shall include the ability for recipients of municipal parking tags to submit a request for an administrative review. This shall be done through a customer-facing form, in which municipal parking tags can be reviewed for validity by the Town of Canmore through the central management system. A preferred quality of this component of the parking enforcement system is the ability to 'freeze' early fine payment amounts while under review by the Town of Canmore in order to allow for the early fine payment to be paid in the instance that the violation tag is upheld.

**Scope E: Central Management System**

- The components outlined in Scopes A through D shall be integrated with a central management system that provides real time information and alerts on the status of various aspects of the system. The central management system shall also display data on and allow for the management of permitting, payments, utilization, and enforcement. This system must be integrated by the Successful Proponent and operate on a secure web platform, with secure access to an unlimited number of Town users.
- The Proponent shall list all aspects of management module(s) available to monitor finance, maintenance, operation, and administration of the systems provided
- Software must be able to communicate with all related equipment via internet through a dedicated and secure server located in Canada, and must be able to perform the following tasks:
  - Visualize essential information from hardware equipment, such as communication status, battery status, transaction data, and alarms
  - Control communications
  - Create exportable statistical reports on all aspects of the parking system

**3.4.2 DUTIES, RESPONSIBILITIES AND DELIVERABLES OF THE SUCCESSFUL PROPONENT(S)**

For all of the scopes below, whether explicitly stated or not, it is expected that the Successful Proponent(s) are responsible for all aspects of integration between Town and Vendor scopes and systems, to ensure a functional, user- friendly customer and Town staff experience.

Item	Entity Responsible
Scope A – Virtual parking payment system	
Payment smartphone application	Successful Proponent
Online web payment option	Successful Proponent
Integration of Vendor systems	Successful Proponent
Scope B – On-site parking payment system	
Payment machines supply and installation	Successful Proponent
Minimum one-year warranty and maintenance of machines and all associated hardware	Successful Proponent
Payment machine wrap	Successful Proponent
Training on maintenance and cleaning of machines	Successful Proponent
Support the Town on graphics and instructions for signage	Successful Proponent
Integration of Vendor systems	Successful Proponent
Scope C – Permitting	
Online permit management system for Residential Parking Permits and monthly passes	Successful Proponent
Integration of Vendor services	Successful Proponent
Scope D – Parking enforcement	
Enforcement application	Successful Proponent
Enforcement management software system	Successful Proponent
Training for Town of Canmore staff	Successful Proponent
Scope E – Central management system	
Platform for monitoring and managing system performance	Successful Proponent
Town of Canmore	
Communications and engagement	Town of Canmore
Non-technical public inquiries	Town of Canmore
Signage	Town of Canmore
Concrete pads for pay machines	Town of Canmore
Processing Canmore Residential Parking Permit applications	Town of Canmore
All monitoring and enforcement	Town of Canmore
Routine cleaning and maintenance of pay machines following the one-year warranty period	Town of Canmore
Enforcement hand-held units and printers	Town of Canmore

### **3.4.3 OPTIONS OR EXTENSIONS**

The scope of the Project currently consists of the replacement of existing paid parking related software and hardware. The Town of Canmore intends to expand paid parking areas and implement new parking permit types, which the Successful Proponent may be engaged to implement. The ability of a Proponent to demonstrate how they will meet these changing needs in an efficient and cost-effective way will be considered as part of this RFP.

### **3.4.4 SERVICES NOT INCLUDED**

- Creation and deployment of on-site signage
- New software, hardware, or solutions that have not been explicitly requested by the Town of Canmore as part of this RFP
- Proactive communications and engagement
- Parking area maintenance
- Security
- Enforcement
- Processing of permits through the Canmore Residential Parking Permit system

## **3.5 ANTICIPATED PROJECT SCHEDULE**

### **3.5.1**

Milestone	Date
Anticipated start date	September 2, 2025
Deadline to complete transition for Residential Parking Permit system	December 1, 2025
Deadline for implementation of and training for use of parking enforcement software and central management system	January 15, 2026
Deadline for completed implementation of new virtual payment and monthly pass purchasing software, and installation of pay machines	January 31, 2026
Deadline for full Project completion (no extensions will be granted, and penalties will apply for work not completed prior to the firm deadline)	February 28, 2026

**END OF SECTION 3.0**

## 4.0 RESPONSE REQUIREMENTS AND EVALUATION CRITERIA

### 4.1 FORMAT AND OUTLINE OF RESPONSES

Electronic RFP responses are to be on 8.5" x 11" size pages in PDF (.pdf) format only and all components shall be formatted and combined into one file that is inserted into the email submission. The submission shall be no longer than 30 pages in total length, including all mandatory forms and documents, summaries of scopes, and price proposal documents. Each individual scope summary submitted by a Proponent shall not exceed three pages in length, whether it is part of a full or partial Proposal.

Responses to each section shall be marked with the corresponding letter and number (e.g. A1, A2, etc.).

### 4.2 PROPOSAL SUBMISSION REQUIREMENTS

Proponents are requested to submit a Proposal containing the following components. If any work outlined as part of the Proposal will be conducted by a third party or sub-vendor, the Proponent shall make this clear as part of the submission.

Proponents may submit a full Proposal containing all five scopes, or submit a partial Proposal containing any number of the five scopes. The Town reserves the right to only accept certain scopes within a Proposal, including cases where the Proponent submits a full Proposal.

If a Proponent wishes to submit a partial Proposal, they will be required to submit Sections A, B, D, and E in full, and shall provide only the relevant subsection(s) of Section C to their submission.

Section C must also include information on collaboration abilities with other Vendors, regardless of if a full or partial scope is submitted. Failure to do so will result in the Town assuming that collaboration with other Vendors is impossible, disqualifying any partial Proposal. While not immediately disqualifying full Proposals, failure to comply would remove the possibility of collaborating with other Vendors in the case listed above.

A. Mandatory Requirements:

- A1 Signed signature and waiver sheet.
- A2 Signed addendum (addenda) if applicable.
- A3 Completed information security standards questionnaire as outlined in Appendix B

B. Experience of the Proponent

- B1 Summary of the Experience of the Proponent
- B2 List of three references from relevant projects

C. Summary of Scope A-E

- C1 Summary of scope A – virtual parking payment system
- C2 Summary of scope B – on-site parking payment system
- C3 Summary of scope C – permitting
- C4 Summary of scope D – parking enforcement
- C5 Summary of scope E – central management system

D. Schedule

E. Price Proposal

- E1 Costs for goods and services included in the scope(s) submitted by the Vendor. Each scope shall have its own separate line item in the fee schedule, outlining the specific costs contained within the scope.

E2 Fee schedule for future work such as zone changes and additions, permit changes and additions, and additional pay machines. Each scope shall have its own separate line item in the fee schedule.

## **4.3 EVALUATION PROCESS**

**4.3.1** The Town will establish an Evaluation Committee to evaluate and make recommendations from the Proposals. The Town, in its sole discretion, will determine the size, structure, and composition of the Evaluation Committee.

### **4.3.2 Evaluation Step 1 – Review of Proposal Contents and Mandatory Components.**

4.3.2.1 For each Proposal received by the RFP closing, the Town will review the content of Section A - Mandatory Requirements.

4.3.2.2 If the Town, at its sole discretion, finds that any of the Mandatory Components are not in a suitable form, or if a Proponent fails to rectify errors in the Mandatory Components when afforded the opportunity to do so, then the given Proposal will be deemed incomplete and not evaluated further.

### **4.3.3 Evaluation Step 2 – Review of Technical Aspects of Proposal.**

4.3.3.1 For each Proposal successfully completing Evaluation Step 1, the Evaluation Committee will review and evaluate Sections B, C and D of each submission.

4.3.3.2 Each member of the Evaluation Committee will evaluate the components outlined in the table below. Components that are satisfactory will be rated “Pass” while those that are unsatisfactory will be rated “Fail”. Details of the Town’s expectations are outlined in Subsection 3.4.1.

<b>Evaluation Criteria</b>	<b>Evaluation</b>
<b>A: Mandatory Requirements</b> All mandatory requirements set out in this RFP are met, including but not limited to security requirements and insurance coverage.	Pass / Fail
<b>B: Experience of the Proponent</b> Proven expertise and experience with the Proposed parking systems in Projects of similar size, scope and environment. Examples of successful installations of parking systems. Past performance, organizational values and reputation, and favorable references for similar high-profile Projects. Experience of the Proponent’s Project Manager, any subcontractors, and support staff. Consideration will be given for Vendors with partial scope submissions. 3 references are required upon submission.	Pass / Fail (Evaluated separately for all scopes)
<b>C1: Summary of Scope A – virtual parking payment system</b> Ease of use, system flexibility, proven integration, value for money.	Pass / Fail
<b>C2: Summary of Scope B – on-site parking payment system</b> Ease of use, system flexibility, proven integration, value for money.	Pass / Fail

<b>Evaluation Criteria</b>	<b>Evaluation</b>
C3: Summary of Scope C – permitting Ease of use, system flexibility, proven integration, value for money.	Pass / Fail
C4: Summary of Scope D – parking enforcement Ability to integrate with existing hardware, ease of use, system flexibility, proven integration, value for money.	Pass / Fail
C5: Summary of Scope E – central management system Ease of use, system flexibility, proven integration, interface, metrics, functionality, robustness, analysis and insights, value for money.	Pass / Fail
D: Schedule Ability to adhere to schedule, risks, opportunities as outlined in the RFP.	Pass / Fail (Evaluated separately for all scopes)

- 4.3.3.3 Each of the five scopes will be evaluated individually for Sections B, C and D. The Evaluation Committee will pass scopes that pass all three sections, and fail scopes if any of the three sections fail. The Town does not intend to devalue or fail a Proponent's passing scope, if content related to another scope fails or is incomplete.

#### **4.3.4 Evaluation Step 3 – Review of Financial and Collaborative Aspects of Proposal**

- 4.3.4.1 For each Proposal successfully completing Evaluation Step 2, the Evaluation Committee will review and evaluate Section E - Price Proposal. These will also be evaluated individually for each of the 5 scopes.
- 4.3.4.2 In general, among the Proposals that successfully progress to Evaluation Step 3, the Town intends to give preference to lower priced proposals, though Proponents are advised that the Town will consider the Price Proposal in totality with the rest of the Proposal when evaluating Proponents' Proposals.
- 4.3.4.3 During Evaluation Step 3, the Town may request any Proponent to give clarification or request an interview.
- 4.3.4.4 Each scope will have exactly one Vendor selected, and a Vendor can be selected for any number of scopes.
- 4.3.4.5 Selection of the Successful Proponent(s) will be determined by the Evaluation Committee based on criteria laid out by the Town as part of this RFP, factoring in aspects such as price, quality of service (technical aspects), ability to collaborate with other Vendors, and any other factors the Evaluation Committee deems relevant.

#### **4.4 CONFIDENTIALITY OF EVALUATION**

- 4.4.1 Evaluation scores and rankings are confidential, and apart from identifying the top-ranked Proponent, no details of the submission, score or ranking of any Proponent will be released to any Proponent.

## **4.5 RFP SCHEDULE**

The following schedule has been established for this RFP:

- |   |                          |
|---|--------------------------|
| • RFP issued on Alberta Purchasing Connection               | June 9, 2025             |
| • Optional Pre-Proposal meeting                             | June 18, 2025            |
| • Last day to submit questions to Town of Canmore designate | June 25, 2025            |
| • Last day for Town of Canmore to issue final addendum      | June 27, 2025            |
| • RFP closing date  | July 11, 2025            |
| • RFP evaluation period                                     | July 14 - August 1, 2025 |
| • Letter of award to be issued to Successful Proponent(s)   | August 6, 2025           |
| • Issue contract to Successful Proponent(s)                 | August 18, 2025          |

**END OF SECTION 4.0**

## **5.0 SIGNATURE, ACKNOWLEDGMENT AND WAIVER SHEET**

1. By signing below, the Proponent hereby acknowledges and agrees as follows:
  - (a) Prior to submitting its response to this RFP, the Proponent has obtained from the Town of Canmore and thoroughly reviewed the entirety of the RFP including all addendums hereto and documents incorporated by reference into this RFP.
  - (b) The Proponent has thoroughly reviewed, understands and agrees to be bound by all terms and conditions of this RFP including those in all addendums hereto and documents incorporated by reference into this RFP, unless otherwise waived by the Town of Canmore in its sole discretion and confirmed in writing. The Proponent hereby waives any rights or claims that it was not aware of any document incorporated by reference into this RFP.
  - (c) The Proponent's representative signing below has the full authority to represent the Proponent in all matters relating to the RFP and bind the Proponent to the terms and conditions of this RFP.



Name of Business Entity	
Complete Address:	
Phone	Mobile Phone
Fax	Email
Website	
Proponent Signature	Affix Corporate Seal:
Title	
Printed Name	
Date	

**Notes to Signatories:**

Incorporated Proponents should affix a corporate seal to the signature sheet. If an incorporated Proponent does not affix a corporate seal, the Town of Canmore reserves the right to request documentation confirming corporate signing authority in the form of a director's resolution, evidence of current registered officers, or other corporate record.

Unincorporated Proponents must submit Proposals signed by individual or legal entity with capacity to execute legal documents and bind the Proponent. The Town of Canmore reserves the right to request documentation confirming individual identities and authority of the signatory to represent the Proponent.

## 6.0 APPENDIX A – PROPOSED FIXED PRICE FORM

Date: \_\_\_\_\_

I/we, \_\_\_\_\_

(Company Name)

of \_\_\_\_\_

(Business Address)

I/we have carefully examined all documents prepared for this contract; and hereby offer to furnish all labour, materials, and services for the proper execution and completion of the entire scope of work for CAP 7425 – Pay Parking Services and Equipment including all addenda thereto which are acknowledged hereinafter for the above Project for the fixed price indicated as follows:

Proposed fixed price excluding GST for **Scope A** – virtual parking payment system

\_\_\_\_\_ CAD Dollars (\$\_\_\_\_\_)

Proposed fixed price excluding GST for **Scope B** – on-site parking payment system

\_\_\_\_\_ CAD Dollars (\$\_\_\_\_\_)

Proposed fixed price excluding GST for **Scope C** – permitting

\_\_\_\_\_ CAD Dollars (\$\_\_\_\_\_)

Proposed fixed price excluding GST for **Scope D** – parking enforcement

\_\_\_\_\_ CAD Dollars (\$\_\_\_\_\_)

Proposed fixed price excluding GST for **Scope E** – central management system

\_\_\_\_\_ CAD Dollars (\$\_\_\_\_\_)

I/we acknowledge receipt of the following Addenda and have included for the requirements thereof in my/our RFP response: Addendum # \_\_\_\_\_ to \_\_\_\_\_.

\_\_\_\_\_  
(Signature)

## **7.0 APPENDIX B – REFERENCE DOCUMENTS**

7.1 Information Security Standards Questionnaire

7.2 Town of Canmore Integrated Parking Management Plan