



REQUEST FOR PROPOSAL

FOR

*Comprehensive Parking Enforcement Services
for Granville Island, in Vancouver, B.C.*

Date issued: September 3, 2014

Solicitation File # :
201402994

Originating Department:
Granville Island

Solicitation Closes: 2:00 PM EDT,
October 1, 2014

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Security Classification: PROTECTED

Ce document est disponible en français sur demande

1 SECTION 1 GENERAL INFORMATION

1.1 Overview of Section 1

The purpose of this section is to provide general information about CMHC and this Request for Proposal.

1.2 Introduction and Scope

The Canada Mortgage and Housing Corporation (CMHC) wishes to enter into a contract with a vendor(s) (hereafter referred to as the “proponent(s)”) for the purpose of providing a comprehensive parking enforcement solution for Granville Island.

The value of this service is expected to range from \$250,000.00 to 300,000.00 CND, annually excluding all applicable taxes. The agreement is expected to be for 3 years.

Canada Mortgage and Housing Corporation shall not be obligated in any manner to any proponent whatsoever until a written Agreement has been duly executed relating to a qualified, approved proposal.

More detailed specifications can be found in Section 3, “Statement of Work”.

1.3 CMHC Background

CMHC is the Government of Canada’s National Housing Agency, with a mandate to help Canadians gain access to a wide choice of quality, affordable homes. It is a Crown corporation, with a Board of Directors, reporting to Parliament through the Minister of Employment and Social Development, and Minister responsible for Canada Mortgage and Housing Corporation, the Honourable Jason Kenney.

CMHC has more than 2,000 people located at its National Office in Ottawa, and at various Business Centres throughout Canada. The Business Centre areas are divided into five regions: Atlantic; Quebec; Ontario; British Columbia; and Prairies & Territories.

The administration, management and control of the revitalization of Granville Island was transferred to CMHC by Order-in-council in 1972, as CMHC was already deeply involved in as innovative housing development in the area and it had experience in urban renewal and the skilled resources necessary to carry out the challenge.

Granville Island in Vancouver is designed to attract local residents and visitors to meet, explore and experience a variety of cultural, recreational, educational, commercial and industrial activities, all year round. It is recognized as one of the most successful waterfront developments in North America. Granville Island is comprised of 15.2 hectares (37.6 acres) of land area and 2.1 hectares (5.3 acres) of tidal water area, and represents a major public land holding in close proximity to downtown Vancouver. Situated in False Creek between the Burrard and Granville Bridges, it is adjacent to the marinas and aquatic activities of both False Creek and English Bay.

Map of Granville Island:



Granville Island is currently home to approximately 275 businesses and facilities which employ more than 2,500 people and generate in excess of \$130 million in economic activity.

1.4 Purpose of Request for Proposal

CMHC uses a Request for Proposal (RFP) to describe its requirements, ask suppliers for their proposed solutions, describe the criteria which will be used in evaluating proposals and selecting a lead proponent, and outline the terms and conditions under which the successful proponent will operate or supply goods and/or services. In an RFP process, proposals and proponents are evaluated in terms of ability to satisfy the stated requirements, while providing “Best Value” to CMHC in terms of price.

1.4.1 Service Providers

CMHC’s contracting and procurement activities are decentralized among CMHC’s National Office in Ottawa and various Business Centres throughout Canada.

The policy pertaining to the selection of suppliers is based on the principle that all suppliers must be treated fairly and equally. Suppliers are defined as an individual or firm that could provide, or has provided, goods or services or construction under contract.

CMHC utilizes the Supplier Information (SI) database, maintained by **Business Access Canada** as the Official CMHC source list. All proponents **must** be registered with **Business Access Canada** prior to submitting a proposal. The Procurement Business Number (PBN) provided by **Business Access Canada** must be included with your proposal. If you are not registered, and you wish to do so, you may access **Business Access Canada** (<https://buyandsell.gc.ca/>) or you may call their Information Line at: 1-800-811-1148. Present Suppliers not registered with Business Access Canada are required to self-register on the SI via the Business Access Canada Web site.

1.5 Schedule of Events

The following schedule summarizes significant target events for the RFP process. The dates may be changed by CMHC at its sole discretion and shall not become conditions of any contract which may be entered into by CMHC and the selected proponent.

Date	Activities
September 3, 2014	Request for Proposal issued
September 16, 2014	Site visit (10:00 AM PDT)
September 23, 2014	Submission of Questions Deadline
October 1, 2014	Submission Deadline
October 2014	Evaluation and Selection of lead proponent
October 2014	Finalize contract with lead proponent
October 2014	Contract award
October 2014	Announcement of successful proponent
As Requested	Debriefing to unsuccessful proponents

1.6 Mandatory Requirements

Throughout this RFP, certain requirements are identified as mandatory. A mandatory requirement is a minimum standard that a proposal must meet in order to be considered for further evaluation. Mandatory is defined as having substantial compliance as assessed by CMHC in its sole and absolute discretion.

Mandatory requirements are identified in:

- Section 2 Submission Instructions
- Section 4 Proposal Requirements
- Section 6 Proposed Contract, and
- Appendix A The Certificate of Submission.

Caution: Proposals which fail, in the sole discretion of CMHC, to meet any mandatory requirement will be eliminated from further consideration in the evaluation process. However, CMHC reserves the right to waive any mandatory requirements if it deems fit and appropriate to meet the interests of and provide best value to CMHC. This clause should be interpreted solely for the benefit of CMHC and not for the benefit of the Proponents.

1.7 Procurement Policy Re: The Environment

CMHC fully supports the principle of sustainable development. Economic development and the preservation of the environment are given equal consideration to ensure that the actions of one generation do not compromise the ability of future generations to have an equal quality of life.

To this end, CMHC is dedicated to integrating sound environmental practices into its procurement practices.

1.8 Proponent Feedback

CMHC aims to continuously improve its bid documents and procedures. CMHC welcomes input regarding proponent experience in responding to its RFPs, whether as a compliment or suggestion for future RFPs.

Proponents may submit comments labelled as *Proponent Feedback RFP #201402994* to the name and address provided in Section 2.4.

As CMHC does not wish to be perceived as influenced by such feedback in the award decision, proponents are requested to submit their feedback after the contract award has been announced.

Any proponent who notes a material flaw in the RFP that could affect the outcome should report it as specified in Section 2.4

1.9 Income Tax Reporting Requirement

As a federal Crown Corporation, CMHC is obliged under the Income Tax Act and Regulations to report payments made by the Corporation to suppliers of goods and/or services by using a T1204 supplementary slip. CMHC must therefore obtain the necessary information from suppliers (including the Contractor's social insurance number and/or corporate identification number) in order to allow it to complete the T1204 supplementary slip. The Lead Proponent(s) will be required to complete and sign a Supplier - Direct Deposit and Tax Information Form (CMHC/SCHL 3085) prior to execution of this Agreement.

2 SECTION 2 SUBMISSION INSTRUCTIONS

2.1 Overview of Section 2

The purpose of Section 2 is to inform the proponent about CMHC's procedures and rules pertaining to this RFP process.

Proponents are advised that CMHC has provided as Appendix C a Mandatory Compliance Checklist for your benefit to complete prior to submission. This is to assist you in ensuring that you comply with all Mandatory criteria as non-compliance will result in disqualification.

2.2 Certificate of Submission Mandatory

The Certificate of Submission, Appendix A, summarizes some of the mandatory requirements set out in the RFP. It is a mandatory requirement that a proposal include a Certificate of Submission (or an accurate reproduction) signed by the proponent. Refer to Section 1.6 Mandatory Requirements.

Proponents must submit a signed Certificate of Submission as part of their proposal. Should a proponent not include the signed Certificate of Submission the proponent will be notified by CMHC and given 48 hours in which to meet this requirement.

2.3 Delivery Instructions and Deadline

Timely and correct delivery of proposals to the exact specified proposal delivery address is the sole responsibility of the proponent. All risks and consequences of incorrect delivery of proposals are the responsibility of the proponent. CMHC will not assume or have transferred to it those responsibilities. All registered times will be in accordance with the time CMHC computer servers receive the submission, not the time the proposal was sent by the proponent.*

*** Please be advised that E-BID has a size limitation 10 MB. It is advisable and recommended that proponents submit their proposal in multiple smaller files.**

It is recommended that the Proponent send an e-mail as soon as possible after the EBID proposal has been sent, notifying the contact person named in Section 2.4 Inquiries, that a proposal has been submitted to EBID, including the company name and e-mail address, with the date and time the submission was sent.

Upon receipt of proposals, an automated confirmation will be issued to the sender's e-mail address. It is strongly recommended that proponents follow up with the inquiries person named in Section 2.4 should they not receive said confirmation within 30 minutes of submission.

*** Please be advised that electronic transmissions may not necessarily be immediate and can experience lengthy delivery delays. Proponents should ensure that sufficient delivery time is allowed for proposals to be received.**

Address for Delivery

Proposals, including all supporting documentation, are to be sent electronically to the following e-mail address:

EBID@cmhc-schl.gc.ca

The subject line of the transmission must state: RFP, File # 201402994

Format

Proposals may be submitted in MS Word or Adobe Acrobat PDF in English or in French. NOTE: In certain email programs the “Send” format may need to be specified as either “HTML” or “Plain Text”. Rich Text formatted or Compressed (Zipped) documents cannot be opened by CMHC.

Proposal Opening and Verification Period

All EBID proposals received on or before the closing date and time specified in this RFP, will be opened for evaluation purposes and verified by CMHC. If at that time, CMHC is unable to open a proposal, the proponent will be so advised and provided an opportunity to resubmit an openable version within 2 hours from notification.

Submission Deadline

Mandatory

Your proposal must be **received** at the exact location as specified above on or before the submission deadline set as:

2:00 p.m. local Ottawa time, on October 1, 2014

Proposals arriving late will be automatically rejected, and the sender will be so notified by e-mail.

2.4 Proponents' Site Visit

Mandatory

It is mandatory that the proponent visit the site and examine the scope of the work required and the existing conditions.

Arrangements have been made for a tour of the work site. The site visit will be held on September 16, 2014 at 10:00 AM PDT. The site is located at the Granville Island Administration Office, 1661 Duranleau Street, 2nd Floor, Vancouver, British Columbia, V6H 3S3. The proponent must send confirmation of attendance, including the name(s) of the person(s) who will be attending, via email to Ryan Lemay at rlemay@cmhc-schl.gc.ca. The proponent who, for any reason, cannot attend at the specified date and time will not be given an alternative appointment to view the site and its proposal, therefore, will be rejected as non-compliant. No exceptions will be made.

2.5 Inquiries

All questions regarding this RFP must be sent by e-mail to Camille Attia at cattia@cmhc-schl.gc.ca

Information given verbally by any person within CMHC shall not be binding upon CMHC. Proponents must have written confirmation from CMHC for any changes, alterations, etc., concerning this RFP. CMHC cannot guarantee a reply to inquiries received less than **seven calendar days** prior to the closing date.

All written questions submitted, which in the opinion of CMHC affect all proponents, will be answered by CMHC in writing and distributed to all proponents by e-mail or GETS. All identification related to the inquiry will be removed in the response. Any questions of a proprietary nature must be clearly marked. CMHC will determine, at its sole discretion, whether it will respond to the question. In the event that it becomes necessary to revise any part of the RFP as a result of any inquiry or for any other reason, an addendum to this RFP will be provided to each proponent to whom CMHC has issued this RFP by e-mail or GETS.

2.6 Communication

During proposal evaluations, CMHC reserves the right to contact or meet with any individual proponent in order to obtain clarification of its submission or to gain insight into the quality and scope of relevant services. A proponent will not be allowed to add, change or delete any information during this process. CMHC is in no way obliged to meet with any or all proponents for this purpose.

2.7 Proponent Contact

The proponent shall name a person in their proposal to act as a primary contact for CMHC during the evaluation period. A secondary contact should also be provided for backup purposes.

2.8 Offering Period Mandatory

All responses must provide that the terms of the response including the pricing proposal, shall remain valid and binding on the proponent for a period of sixty (60) days following the closing date.

2.9 Changes to Submission

Changes to the submitted proposal can be made, if required, provided they are received as an addendum to, or clarification of, previously submitted proposal, or as a complete new proposal to cancel and supersede the earlier proposal. The addendum, clarification, or new proposal must be submitted as per the delivery instructions outlined in Section 2.3, be clearly marked **“REVISION”**, and be received no later than the submission deadline. In addition, the revised bid must include a description of the degree to which the contents are in substitution for the earlier proposal.

2.10 Multiple Proposals

Vendors interested in submitting more than one proposal may do so, providing that each proposal stands alone and independently complies with the instructions, conditions and specifications of this Request for Proposal.

2.11 Acceptable Alternative

An alternative to any portion of a proposal may be submitted and must be in a separate addendum to the proposal.

An acceptable alternative is one which CMHC considers satisfactory in meeting a mandatory requirement. CMHC at its sole discretion will determine if a proposed alternative meets the intent of the original mandatory requirement.

2.12 Liability for Errors

While CMHC has made considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for proponents. The information is not guaranteed or warranted to be accurate by CMHC, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions in respect of the matters addressed in this RFP.

2.13 Verification of Proponent's Response

The proponent authorizes CMHC to conduct such investigation as it deems appropriate to verify the contents of the proponent's response.

2.14 Ownership of Responses

All responses and related materials become the property of CMHC and will not be returned. CMHC will not reimburse the proponent for any work related to, or materials supplied in the preparation of the RFP response.

All information regarding the terms and conditions, financial and/or technical aspects of the proponent's proposal, which, in their opinion, are of a proprietary or confidential nature, must be clearly marked "**PROPRIETARY**" or "**CONFIDENTIAL**" at **each item** or at the **top of each page**. Proponents' documents and information so marked will be treated accordingly by CMHC. Notwithstanding the foregoing, proponents are advised that as a Crown corporation, CMHC is subject to the federal legislation with respect to access to information and privacy. Information submitted by third parties will be protected or may be required to be disclosed in specific circumstances pursuant to the federal legislation.

2.15 Proprietary Information

Information contained in this RFP is to be considered "Proprietary Information" and the proponent is not to disclose this information to any party other than the proponent's employees or agents participating in the response to this RFP.

2.16 Corporation Identification

The proponent agrees not to make any use whatsoever of CMHC's name, logo or initials, including public advertisement, without the express written consent of CMHC.

2.17 Declaration re: Gratuities

In submitting its proposal, the proponent certifies that no representative for the proponent has offered or given a gratuity (e.g. an entertainment or gift) to any CMHC employee, Board member or Governor-in-Council appointee; and intended, by the gratuity, to obtain a contract or favourable treatment under a contract.

2.18 Conflict of Interest

- (a) The Contractor and its principals, employees and agents shall avoid any conflict of interest during the term of this Agreement and shall immediately declare any existing, potential or apparent conflict and shall, upon direction of CMHC, take steps to eliminate any conflict or perception that a conflict of interest exists.
- (b) The Contractor must not provide any services to any third party in circumstances that might reasonably give rise to a conflict of interest, including a conflict between the Contractor's duties to that third party and the Contractor's duties to CMHC.
- (c) In the event that a conflict of interest, real or perceived, cannot be resolved to the satisfaction of CMHC, CMHC shall have the right to immediately terminate the Agreement. All portions of the Work which have been completed at the date of termination shall be forwarded to CMHC and CMHC shall be liable for payment to the Contractor of an amount which, in the sole opinion of CMHC, constitutes reasonable payment for the partial performance of the Contractor's obligations under the Agreement. Upon such payment, CMHC shall have no further obligation of any nature or kind to the Contractor.
- (d) Any former public office holder must be in compliance with the post-employment provisions of the Conflict of Interest and Post-Employment Code for Public Office Holders (2012) in order to derive a direct benefit from any contract which may arise from this request for proposal.

2.19 Declaration re: Bid Rigging and Collusion

In submitting its proposal, the proponent certifies that:

- (a) prices as submitted in its proposal have been arrived at independently from those of any other proponent;
- (b) the prices as submitted have not been knowingly disclosed by the proponent, and will not knowingly be disclosed by the proponent prior to award, directly or indirectly, to any other proponent or competitor; and
- (c) no attempt has been made, nor will be made, to induce any other person to submit, or not to submit, a proposal, for the purpose of restricting competition.

2.20 Security Clearance

CMHC requires employees of the selected proponent to be security cleared in order to permit them access to CMHC premises when and if required. This process normally takes approximately 5 working days. If they are not security cleared, the proponent or its employees will require an escort by a CMHC employee while in CMHC premises and will not be granted access to CMHC information and systems.

2.21 Joint Venture Responses

Joint venture proposals should adequately represent and communicate the proposed participation and responsibilities of each company in the joint venture, and must provide a description of the proposed joint venture business arrangement which would be entered into by all parties upon receipt of a contract. The description must list the companies involved, indicate how long the business arrangement has been in existence, indicate the service(s) each respective party would be providing and describe the proposed participation and responsibility of each party.

The proponent shall designate one of the partners as the contact person through whom any communication between the proponent and CMHC will be channelled during the RFP process.

Joint venture responses must be accompanied by a signed Certification of Submission from each participating company. Refer to Section 2.2.

2.22 Intellectual Property Rights

All material, reports and other work product produced under this (RFP and the resulting) Agreement will be the sole property of CMHC. The Contractor warrants that the Contractor is the only person who has or will have moral rights in the material created by the Contractor and supplied under this Agreement and the Contractor hereby waives in favour of CMHC all of the Contractor's moral rights in the material, as provided for in the law of copyright. Upon the material coming into existence, the Contractor agrees to execute any document requested by CMHC acknowledging CMHC's ownership of the material and work product and the waiver of the Contractor's moral rights therein.

2.23 Non-Disclosure of CMHC Information

Under this section, "CMHC Information" refers to any and all information which is managed, accessed, collected, used, disclosed, retained, received, created or disposed of in order to fulfil the requirements of the Contract, however obtained.

Without limiting the generality of the foregoing, CMHC Information includes data held in any type of electronic format and information provided directly, indirectly or through third parties to the Contractor, any subcontractor, reseller, agent or any other person engaged to perform the Work under the contract.

The Contractor acknowledges and understands that all CMHC Information is subject to Canadian laws on privacy and access to information under which CMHC is bound and that CMHC considers CMHC information to be under its custody and control at all times.

The Contractor further understands and agrees to treat all CMHC Information as proprietary, confidential and sensitive unless otherwise specifically agreed to in writing by CMHC. The Contractor shall restrict access to CMHC Information to those person who have a need to know this information in order to perform the Work under the Contract.

The Contractor shall ensure that CMHC Information shall remain in Canada and expressly agrees to segregate CMHC Information (whether in electronic format or in hard copy) from any other information in a database or repository physically independent from all other databases or repositories. Without limiting the generality of the foregoing, the Contractor shall not and shall ensure that any subcontractor, reseller, agent or any other person engaged to perform any part of the Work does not release, share or otherwise divulge CMHC Information to any other person including subsidiaries, branch offices, partners of the Contractor or subcontractors without the prior written consent of CMHC.

3 SECTION 3 STATEMENT OF WORK

3.1 Overview of Section 3

This section of the RFP is intended to provide the prospective proponent with the information necessary to develop a competitive proposal. The Statement of Work is a complete description of the tasks to be done, results to be achieved and/or the goods to be supplied

3.2 Mandatory Requirements

A mandatory requirement is a minimum standard that a proposal must meet in order to be considered for further evaluation.

Any mandatory requirements associated with the Statement of Work are clearly identified in Section 4 - Proposal Requirement.

The Mandatory Compliance Checklist is located at Appendix C (7.3).

3.3 Statement of Work

Canada Mortgage and Housing Corporation (CMHC) requires a qualified proponent to provide comprehensive parking services for Granville Island. The services include, although are not limited to, all necessary tools, equipment, and staff to manage the following:

- **Pay Stations:** Supply, install, in existing locations, thirteen (13) parking pay stations
- **Hardware and Software:** Provide and maintain hardware and software required for:
 - a. pay station operating systems
 - b. handheld enforcement devices and operating systems capable of interacting, in real time, with pay stations, internet and web payment processors (Global Payments)
- **Maintenance:** Maintain pay stations, including, but not limited to: restocking paper (provided by the proponent), fixing minor issues on site (i.e. paper and coin jams, communication issues, pin pad malfunctions, etc.), and fixing any major issues (i.e. vandalism, stolen, broken and damaged meters)
- **Collection Services:** Provide cash collection from the pay stations, collection of payments resulting from infraction notices, and facilitate payments via pay stations and any other payment methods to CMHC.
- **On-Site Enforcement Staff:** Provide on-site staff for parking patrol, enforcement and traffic management for twelve (12) hours a day, seven (7) days per week. Enforcement devices will be able to interact with one another and be capable of real time interface with pay stations and the proponent's web-based software and any other equipment and software that may be required.

- **Infraction Notice Payment and Dispute:** The proponent will provide infraction notice resolution and payment services online and by phone. The proponent will be responsible for the collection of all current and outstanding infractions notices. Infraction Notice information will be maintained in real-time on the proponent's web-based software.

Detailed requirements are attached as Appendix D.

4 SECTION 4 PROPOSAL REQUIREMENTS

4.1 Overview of Section 4

Proposal responses are to be organized and submitted in accordance with the instructions in this section. Responses should be organized into the following Response Item sections.

Response Item #	Item
4.3	Covering Letter
4.4	Executive Summary
4.5	Proponent's Qualifications
4.6	Response to Statement of Work
4.7	Project Management Plan
4.8	Financial Information
4.9	Pricing Proposal

Elaborate or unnecessarily voluminous proposals are not desired. Proponents are encouraged to take care in completely answering questions and proposal requirements and to avoid submitting extraneous materials that do not show how the proponent intends to meet requirements.

Requirements for each Response Item are detailed below.

4.2 Mandatory Proposal Requirements

Certain requirements in section 4 are identified as mandatory. See Section 1.6 Mandatory Requirements.

4.3 Covering Letter

A covering letter on the proponent's letterhead shall be submitted and include the following:

- (a) A description of the company or joint venture/consortium.
- (b) The names of the principals.
- (c) The primary contact person with respect to this RFP: the individual's name, address, contact phone number, and email address.
- (d) The locations of primary and all other offices that would be servicing the contract.

4.4 Executive Summary

The proponent's proposal should include an executive summary highlighting the following:

- (a) A summary of the proponent's proposal, including key features of the proposal, features that make the proposal superior, innovations or cost-saving opportunities.
- (b) A brief statement of the proponent's qualifications to meet the need of CMHC.

4.5 Proponent's Qualifications

Mandatory

The proponent's proposal should include information about the proponent's qualifications as follows:

- (a) A description of the firm, its organization, number of full-time employees and service specialization.
- (b) Resumés for all project personnel, including subcontractors, if any.
- (c) References: three most recent contracts of similar size and scope which the proponent currently holds or has held. For each contract, the following information must be provided: company name and address; contact person name, phone number, and a brief description of the services provided. CMHC may approach any such contact person for information relating to the quality of work provided by the proponent.
- (d) Information about office location (s) answering these questions: If awarded this contract, which office within Metro Vancouver would provide support services? How many personnel are located in this office and what is their specific experience with the proposed work? The hours of operation for the office providing support?
- (e) A minimum of five years experience managing parking lots (minimum of 750 parking stalls)
- (f) A minimum of five years experience managing electronic revenue control systems
- (g) A member, in good standing, with the Canadian Parking Association for a minimum of the last two years.

4.6 Response to Statement of Work

Mandatory

In this section, the proponent should provide detailed information relative to the specifications listed in Section 3, The Statement of Work.

- **Pay Stations:** Supply, install, in existing locations, thirteen (13) parking pay stations
- **Hardware and Software:** Provide and maintain hardware and software required for:
 - a. pay station operating systems
 - b. handheld enforcement devices and operating systems capable of interacting, in real time, with pay stations, internet and web payment processors (Global Payments)
- **Maintenance:** Maintain pay stations, including, but not limited to: restocking paper (provided by the proponent), fixing minor issues on site (i.e. paper and coin jams, communication issues, pin pad malfunctions, etc.), and fixing any major issues (i.e. vandalism, stolen, broken and damaged meters)
- **Collection Services:** Provide cash collection from the pay stations, collection of payments resulting from infraction notices, and facilitate payments via pay stations and any other payment methods to CMHC.
- **On-Site Enforcement Staff:** Provide on-site staff for parking patrol, enforcement and traffic management for twelve (12) hours a day, seven (7) days per week.

Enforcement devices will be able to interact with one another and be capable of real time interface with pay stations and the proponent's web-based software and any other equipment and software that may be required.

- **Infraction Notice Payment and Dispute:** The proponent will provide infraction notice resolution and payment services online and by phone. The proponent will be responsible for the collection of all current and outstanding infractions notices. Infraction Notice information will be maintained in real-time on the proponent's web-based software.

4.7 Project Management Plan

Mandatory

The proponent shall describe its project management approach in three (3) separate plans, addressing the main components of the RFP:

1. Parking Patrol and Enforcement
2. Pay stations
3. Credit and cash collection services

Each plan should include, although is not limited to, the following information:

- (a) Its project management approach and organizational structure, reporting levels, and lines of authority
- (b) The methods used in ensuring quality of the work, and response mechanisms in the case of errors, omissions, delays, etc.
- (c) Its status reporting methodology, detailing written and oral progress reporting methods
- (d) The method it will use to ensure compliance with the work schedule
- (e) Interface with CMHC, interface mechanisms and how internal issues and difficulties will be resolved.

4.8 Financial Information

Mandatory

4.8.1 Credit Check

Sole proprietorships and partnerships must provide a statement contained within their proposal giving written permission for CMHC to perform a credit check as required.

4.9 Pricing Proposal

Mandatory

The proponent must provide a response relative to the pricing of its proposed solution.

All prices and amounts of money in the proposal are to be quoted in Canadian dollars and be exclusive of the Goods and Services Tax (GST), Harmonized Sales Tax (HST), and Provincial Sales Tax (PST), as applicable, unless otherwise indicated.

The GST, HST or PST, whichever is applicable, shall be extra to the price quoted by the Vendor and will be paid by CMHC.

The proponent must submit a fixed (firm) monthly price for all the services and/or goods outlined in this RFP.

In addition, the proponent must provide a breakdown of pricing showing how the fixed monthly price was calculated, including a detailed list of all unit costs relative to the pricing of its proposed solution. The monthly breakdown should include the following:

As part of the pricing proposal the proponent must outline:

- The total number of onsite enforcement staff per shift
- Wage rates to be paid to applicable employees (i.e. site supervisor and enforcement officer, etc.), including any holiday rates
- The total number of hours required for each applicable position

Service	Cost
<u>Onsite Patrol and Enforcement</u> all inclusive price for onsite patrol, enforcement, equipment (handheld units), and collection services	\$_____ per month
<u>Extra Onsite Patrol and Enforcement</u> As requested by CMHC for special events, summer augmentation, etc.	
Regular Hours (7:00 AM PDT to 7:00 PM PDT) inclusive of Saturday and Sunday	\$_____ per hour
Overtime Hours (after 8 hours of consecutive work on the Granville Island site)	\$_____ per hour
Statutory Holiday Hours	\$_____ per hour
<u>Pay Stations (Hardware)</u> For the supply, delivery and installation of 13 meters	
Rental fee per unit	\$_____ per month
Lease fee per unit including the lease term and any bargain purchase option	\$_____ per month
Purchase fee per unit	\$_____ per month
<u>Pay Stations</u>	
Software Fee (Administration, communication, etc.)	\$_____ per month
Maintenance Fee (pay station support)	\$_____ per month
Supplies (paper, etc.)	\$_____ per month
<u>Collection Services</u>	
Cash collection, five days a week (if not included in the onsite patrol and enforcement)	\$_____ per month
Credit Collection (communications, administration fees, etc.)	\$_____ per month
Violation Payment Services (online, in person, over the phone)	\$_____ per month

Monthly Total (inclusive of all goods and services as outline in the RFP)	
Service	Monthly Fee
a. Onsite Patrol	\$
b. Pay Stations (hardware)	\$
c. Pay Stations (software)	\$
d. Collection Services	\$
e. Total Monthly Cost (a + b + c + d)	\$

5 SECTION 5 EVALUATION AND SELECTION

5.1 Overview of Section 5

Section 5 describes the process CMHC will use to evaluate proposals, select a lead proponent and finalize and sign a contract.

The lowest cost or any proposal will not necessarily be accepted and CMHC reserves the right to accept or reject any or all proposals in whole or in part.

CMHC reserves the right to alter the stated requirements as needs require and to accept an alternate proposal included in any proponent's response.

CMHC shall conduct the RFP process in a visibly fair manner and will treat all proponents equitably. To this end, it has established objective RFP standards and evaluation criteria which will be applied uniformly to all proponents. Therefore, no proponent shall have any cause of action against CMHC arising out of a failure to award a contract, the failure to evaluate any proposal, or the methods by which proposals are assessed.

5.2 Limitation of Damages

The proponent, by submitting a proposal, agrees that it will not claim damages in excess of an amount equivalent to the reasonable costs incurred by the proponent in preparing its proposal for matters relating to the agreement or in respect of the competitive process, and the proponent, by submitting a proposal, waives any claim for loss of profits if no agreement is made with the proponent.

5.3 Evaluation Table

The Evaluation Table as provided in Appendix "B" lists all the criteria upon which each proposal will be evaluated. The criteria are based on the requirements as provided in this RFP.

5.4 Evaluation Methodology

Each proposal will be examined to determine compliance with each mandatory requirement identified in this RFP. A proposal must comply with all of the mandatory requirements in order to proceed in the evaluation process. A proposal which is deemed by CMHC to be non-compliant in one or more mandatory requirements will be eliminated from further consideration. A proposal which meets all the mandatory requirements will be deemed compliant and will proceed in the evaluation process.

Each compliant proposal shall be individually evaluated by each member of the Evaluation Committee, made up of qualified personnel. Evaluators shall evaluate and numerically score each proposal in accordance with the evaluation criteria as shown in the Evaluation Table, Appendix "B", and a predefined scoring scale of 0 to 10, where "7" is deemed to meet the requirements. Once individual evaluations are complete, the Evaluation Committee will discuss and agree upon a final score for each proposal.

A proposal must meet the minimum upset score in each category (as shown on the Evaluation Table) to remain in the evaluation.

Each compliant proposal that meets the minimum upset scores in each category shall then be evaluated using the “ratio” evaluation process. The proposal with the lowest cost receives the maximum points allowed. All other proposals receive a percentage of the points based on their relationship to the lowest. The proponent with the highest score will be named the lead proponent.

5.5 Financial Evaluation

CMHC may carry out a credit check and/or a financial capacity on the lead proponent before beginning contract discussions. This is a pass/fail test. Pass means that contract discussions begin. Fail means that the lead proponent may not enter into contract discussions and is disqualified from further consideration. The financial evaluation will be based on the information supplied by the proponent as per Section 4.9 of this RFP.

5.6 Proponent Selection

Acceptance of a proposal does not oblige CMHC to incorporate any or all of the accepted proposal into a contractual agreement, but rather demonstrates a willingness on the part of CMHC to enter into negotiations for the purpose of arriving at a satisfactory contractual arrangement with one or more parties.

Without changing the intent of this RFP or the lead proponent’s proposal, CMHC will enter into discussions with the lead proponent for the purpose of finalizing the contract. If at any time CMHC decides that the lead proponent cannot satisfy CMHC’s requirements, CMHC may terminate negotiations. If at this time CMHC feels that the secondary proponent may meet the requirements, CMHC will continue the process with the secondary proponent and so on.

Announcement of the successful proponent will be made to all proponents following the signing of a contract.

6 SECTION 6 PROPOSED CONTRACT

6.1 Overview of Section 6

Attached in Section 6.3 is a proposed contract. The terms and conditions in this draft contract may be incorporated into any contract resulting from this RFP. CMHC reserves the right to add terms and conditions during negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

The proponent's proposal and all associated correspondence from the proponent, where relevant, shall to the extent desired by CMHC form part of the final contract and the proponent must accept that the final contract form will be in a format acceptable to CMHC.

Submission of a proposal constitutes acknowledgement that the proponent has read and, unless otherwise stated in the proponent's proposal (including a declaration in the attached draft contract of any potential conflicts of interest), agrees to be bound by the terms and conditions in the draft contract in Section 6.3 in the event that the proponent is selected by CMHC to enter into a contract agreement.

For the purposes of this section the term "Contractor" refers to the successful proponent with whom CMHC enters into a contract agreement.

6.2 Mandatory Contract Terms and Conditions

The terms, conditions or sections of the draft contract in Section 6.3 that are labelled mandatory must be accepted by the proponent without alteration.

6.3 Proposed Contract

The attached proposed contract forms Section 6.3 of this RFP.

PROPOSED CONTRACT

CMHC FILE No. 201402994

THIS AGREEMENT made this ____ day of _____, 2014.

BETWEEN

CANADA MORTGAGE AND HOUSING CORPORATION
Granville Island Administration Office
1661 Duranleau Street, 2nd Floor
Vancouver, British Columbia, Canada
V6H 3S3

(hereinafter referred to as "CMHC")

AND

(hereinafter referred to as "the Contractor")

WITNESSES THAT in consideration of the respective covenants and agreements hereinafter contained, CMHC and the Contractor mutually covenant and agree as follows:

Article 1.0 - The Work

1.1 The Contractor covenants and agrees to provide comprehensive parking enforcement services, as detailed in Schedule A.

Article 2.0 - Term of the Agreement

2.1 This agreement shall be commencing on _____ and ending on _____.

2.2 Notwithstanding article 2.1 above, CMHC shall conduct on an annual basis, an assessment of the Contractor's work performed for the past year and based on this assessment, at no less than sixty (60) days prior to each year's anniversary date of signing the agreement, CMHC will advise the Contractor in writing of their decision to continue or terminate the Agreement.

Article 3.0 - Financial

3.1 In consideration of the carrying out of the work, as described in Article 1.0, CMHC agrees to pay the Contractor an amount based on the Contractor's rates attached as Schedule B.

Notwithstanding this however, CMHC's total financial liability under the terms and conditions of the agreement shall not exceed \$ _____ for the term of the contract. Proponents' pricing provided to CMHC in their submission, will form part of the contract.

3.2 The amount payable to the Contractor by CMHC pursuant to article 3.1 is inclusive of all taxes, assessments, duties or other levies that may be payable under this Contract to the Contractor, including any goods and services tax/harmonized sales tax (GST/HST) or provincial sales tax (PST). No taxes, assessments, duties or other levies shall be payable to the Contractor in addition to the amount payable pursuant to article 3.1 unless specifically agreed to between the Contractor and CMHC.

3.3 Notwithstanding article 3.2 above, GST/HST or PST, to the extent applicable and required to be collected by the Contractor, shall be collected by the Contractor on the consideration due and shown as a separate item on an invoice. Where the Contractor is required to collect the GST/HST, the invoice issued by the Contractor shall show the Contractor's GST/HST number. The Contractor shall duly remit to the Canada Revenue Agency any amounts of GST/HST collected on the consideration payable pursuant to this Contract. The Contractor shall remit to the appropriate provincial taxing authorities any amounts of PST collected by the Contractor from CMHC pursuant to this Contract.

3.4 Invoicing - The Contractor must allow 30 days from delivery of invoice for payment without interest charges. The Contractor cannot invoice prior to performance of the service or delivery of the goods.

3.5 Audit - The Contractor shall maintain proper records and accounts during the term of the Agreement and for a period of three (3) years following the end of the term and any renewals thereof. The Contractor agrees to allow CMHC's internal and external auditors the right to examine, at any reasonable time, any and all records relating to the services identified herein

The Contractor agrees to provide the Corporation's internal or external auditors with sufficient original documents in order to conduct any audit procedures. Any audit may be conducted without prior notice, however the Corporation agrees to cooperate with the Contractor in the course of conducting any audit in order to avoid disruption in day-to-day operations and not to break confidentiality.

3.6 All invoices, notices and requests for payment must make reference to this contract by quoting **CMHC File # 201402994** and be forwarded to CMHC at the address listed on page one of this agreement.

Article 4.0 - General Terms and Conditions

4.1 Contract Termination

Notwithstanding article 2.1, CMHC may terminate the contract for any reason with no penalty by giving thirty (30) days written notice, at any time during the contract period.

Upon termination of this Contract or upon delivery of notice of intent to terminate this Contract, the Contractor shall promptly review all work in progress and, if this Contract is terminated prior to the expiry of the term, the Contractor shall nevertheless complete or arrange for the completion of any and all work in process at the time of termination.

4.2 Contract Administrator

CMHC will assign a contract administrator to oversee the contract. The Contractor shall be expected to name a counterpart representative. The Contractor's representative will be responsible for providing scheduled status reports to the contract administrator or a designate.

4.3 Assignment of the Contract

Mandatory

The Contract shall not be assigned in whole or in part by the Contractor without the prior written consent of CMHC, which consent may be withheld by CMHC for any reason. It is understood and agreed that the Contractor may engage other entities to assist the Contractor in providing any of the Services, provided that the Contractor shall at all times remain responsible for the provision and quality of the Services in a manner which fully recognizes and respects the confidential nature of the Services. The Contractor undertakes to advise such entities in writing that they are independent contractors, and are not employees or agents of CMHC. No assignment of the contract shall relieve the Contractor from any obligation under the Contract or impose any liability upon CMHC.

4.4 Contractor's Indemnification

The Contractor agrees to indemnify CMHC, and its officers for all loss, damages, costs, expenses, claims, demands, actions, suits or other proceedings of every nature and kind arising from or in consequence of the performance of this agreement, provided such loss, damages, costs, expenses, claims, demands, actions, suits or proceedings arise without negligence on the part of CMHC or its officers or employees, and whether such actions, suits or proceedings are brought in the name of CMHC or in the name of the Contractor.

4.5 Liquidated Damages

No specific remedy expressed in the Contract is to be interpreted as limiting the rights and remedies which CMHC may be entitled to under any contract or otherwise in law.

4.6 Termination for Default of Contractor

Notwithstanding anything to the contrary in this document, CMHC may, by giving 10 days prior written notice to the Contractor, terminate this contract without charge with respect to all or any part of the contract for any of the following reasons:

1. The Contractor commits a material breach of its duties under this contract, unless, in the case of such breach, the Contractor, within thirty (30) calendar days after receipt of written notice of such breach from CMHC, in a manner satisfactory to CMHC in its sole, absolute and non-reviewable discretion, (a) cures such breach and (b) indemnifies for any resulting damage or loss;

2. The Contractor commits numerous breaches of its duties under this contract that collectively constitutes a material breach;

3. A change in control of the Contractor where such control is acquired, directly or indirectly, in a single transaction or series of related transactions, or all or substantially all of the assets of the Contractor are acquired, by any entity, or the Contractor is merged with or into another entity to form a new entity, unless the Contractor demonstrates to the satisfaction of CMHC that such event will not adversely affect its ability to perform the services under this contract;

4. The Contractor commits fraud or gross misconduct; or

5. The Contractor becomes bankrupt or insolvent, or a receiving order is made against the Contractor, or any assignment is made for the benefit of the creditors, or if an order is made or a resolution passed for the winding up of the Contractor, or if the Contractor takes the benefit of any Statute for the time in force relating to bankrupt or insolvent debtors.

In the event of a termination notice being given under the provisions of this section, and subject to the deduction of any claim which CMHC may have against the Contractor arising out of the contract or out of termination, payment will be made within thirty (30) days of the date of the invoice from CMHC to the Contractor for the value of all finished work delivered and accepted by CMHC, such value to be determined in accordance with the rate (s) specified in the contract.

4.7 Procedures on Termination

Commencing upon any notice of termination or non-renewal of this contract, the Contractor shall provide to CMHC, the reasonable termination /expiration assistance requested by CMHC to allow the services to continue without interruption or adverse effect and to facilitate the orderly transfer of the services to CMHC or its designee.

4.8 Non-Compliance or Default by Contractor

If the Contractor fails to comply with a direction or decision of CMHC properly given under the terms of the agreement, or is in default in any other manner under the Contract, CMHC may do such things and incur such costs as it deems necessary to correct the Contractor's default, including without limitation the withholding of payment due or accrued due to the Contractor for services rendered pursuant to this Contract, which moneys may be set off by the Corporation against any expenses that it may incur in remedying a default or failures as described above.

4.9 Force Majeure

In the event that the Contractor is prevented from fulfilling its obligations under the terms of this agreement by a force majeure or act of God (an event or effect that cannot be reasonably anticipated or controlled), the Contractor shall notify CMHC in writing, within the shortest period of time.

The said written notice shall be sent by registered mail and shall state the factors that constitute a force majeure or an act of God. Without limiting the application of the above, the following shall constitute cases of force majeure: war, serious public disturbances, all impediments arising from orders or prohibitions of public authority, acts of God, actions of public enemies, strikes, lockout and other labour disputes, riots, flooding, hurricane, fire, explosion or any other natural disasters over which the Contractor has no reasonable control.

The Contractor shall take all reasonable means to resume fulfillment of its obligations. If this is not possible, CMHC may to the extent it deems necessary secure the services of other qualified Contractors without compensation or obligation to the Contractor.

4.10 Compliance With Laws

The Contractor shall give all the notices and obtain all the licenses and permits required to perform the work. The Contractor shall comply with all the laws applicable to the work or the performance of the contract.

4.11 Provincial Laws Governing Agreement

This contract shall be governed by and construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein. Failure by either party to assert any of its rights under the agreement shall not be construed as a waiver thereof.

4.12 Independent Contractor

The Contractor shall act as an independent contractor for the purposes of this contract. It and its employees, officers and agents are not engaged as employees of CMHC. The Contractor agrees to so advise its employees, officers, and agents. Without limiting the generality of the foregoing, the Contractor shall retain complete control of and accountability for its employees and agents. The Contractor shall prepare and process the payroll for its employees directly, and shall withhold and/or pay all applicable employment taxes and payroll deductions required in respect of its employees. All personnel shall, at all times, and for all purposes, be solely in the employment of the Contractor.

4.13 Contractor's Authority

The Contractor agrees that it has no authority to give any guarantee or warranty whatsoever expressed or implied on behalf of CMHC and that it is in no way the legal representative or agent of CMHC and that it has no right or authority to create any obligation on behalf of CMHC or to bind CMHC in anyway.

4.14 Corporation Identification

It is agreed that the Contractor will make no use whatsoever of CMHC's name, logo or initials without the express written consent of CMHC

4.15 Intellectual Property Rights

All material, reports and other work product produced under this (RFP and the resulting) Agreement will be the sole property of CMHC. The Contractor warrants that the Contractor is the only person who has or will have moral rights in the material created by the Contractor and supplied under this Agreement and the Contractor hereby waives in favour of CMHC all of the Contractor's moral rights in the material, as provided for in the law of copyright. Upon the material coming into existence, the Contractor agrees to execute any document requested by CMHC acknowledging CMHC's ownership of the material and work product and the waiver of the Contractor's moral rights therein.

4.16 Non-Disclosure of CMHC Information

Under this section, "CMHC Information" refers to any and all information which is managed, accessed, collected, used, disclosed, retained, received, created or disposed of in order to fulfil the requirements of the Contract, however obtained. Without limiting the generality of the foregoing, CMHC Information includes data held in any type of electronic format and information provided directly, indirectly or through third parties to the Contractor, subcontractor, reseller, agent or any other person engaged to perform the Work under the contract.

The Contractor acknowledges and understands that all CMHC Information is subject to Canadian laws on privacy and access to information under which CMHC is bound and that CMHC considers CMHC information to be under its custody and control of all times.

The Contractor further understands and agrees to treat all CMHC Information as proprietary, confidential and sensitive unless otherwise specifically agreed to in writing by CMHC. The Contractor shall restrict access to CMHC Information to those person who have a need to know this information in order to perform the Work under the Contract.

4.17 Confidentiality

Mandatory

Proposals: Proposals will be held in strict confidence. Notwithstanding the foregoing, proponents are advised that as a Crown Corporation, CMHC is subject to the provisions of the Access to Information Act ("the Act"). Information submitted by proponents or third parties will only be exempted from disclosure if the records or part of them qualify for an exemption under the Act.

Contracts: The Contractor agrees that all records and information obtained by the Contractor on behalf of CMHC will be kept confidential to the extent required by federal Access to Information and Privacy Legislation or provincial law.

1. The Contractor or its servants or agents will treat as confidential during, as well as after completion of, the contract, all information relating to the affairs of CMHC of which it acquires knowledge as a result of its engagement hereunder.

2. The Contractor shall, at the request of CMHC, provide an Oath of Secrecy for each of its employees or persons engaged in carrying out the work, in a form prescribed by CMHC.

3. Any documents provided to the Contractor in the performance of the work described herein shall be returned, uncopied to CMHC or destroyed by the Contractor within 6 months of the termination of this contract. For documents not returned to CMHC, the Contractor shall provide specific proof under oath of their destruction.

4.18 House of Commons

No member of the House of Commons shall be admitted to any share or part of this agreement or to any benefit arising there from.

4.19 Binding

This contract shall be binding upon the parties hereto, their heirs, executors, administrators, successors and assigns.

4.20 Scope of Agreement

This contract contains all of the agreements of the parties hereto and no other representations or warranties, verbal or otherwise, exist between the parties except those set out herein or attached as Specifications, Conditions and Addendum. In case of conflicts between the Contractor's documents and CMHC's documents, the latter shall govern.

4.21 Income Tax Reporting Requirement

As a federal Crown Corporation, CMHC is obliged under the Income Tax Act and Regulations to report payments made by the Corporation to suppliers of goods and/or services by using a T1204 supplementary slip. CMHC must therefore obtain the necessary information from suppliers (including the Contractor's social insurance number and/or corporate identification number) in order to allow it to complete the T1204 supplementary slip. The Lead Proponent(s) will be required to complete and sign a Supplier - Direct Deposit and Tax Information Form (CMHC/SCHL 3085) prior to execution of this Agreement.

4.22 Conflict of Interest

Mandatory

- (a) The Contractor and its principals, employees and agents shall avoid any conflict of interest during the term of this Agreement and shall immediately declare any existing, potential or apparent conflict and shall, upon direction of CMHC, take steps to eliminate any conflict or perception that a conflict of interest exists.
- (b) The Contractor must not provide any services to any third party in circumstances that might reasonably give rise to a conflict of interest, including a conflict between the Contractor's duties to that third party and the Contractor's duties to CMHC.

- (c) In the event that a conflict of interest, real or perceived, cannot be resolved to the satisfaction of CMHC, CMHC shall have the right to immediately terminate the Agreement. All portions of the Work which have been completed at the date of termination shall be forwarded to CMHC and CMHC shall be liable for payment to the Contractor of an amount which, in the sole opinion of CMHC, constitutes reasonable payment for the partial performance of the Contractor's obligations under the Agreement. Upon such payment, CMHC shall have no further obligation of any nature or kind to the Contractor.
- (d) Any former public office holder must be in compliance with the post-employment provisions of the Conflict of Interest and Post-Employment Code for Public Office Holders (2012) in order to derive a direct benefit from any contract which may arise from this request for proposal.

4.23 Approval of Work

Before advancing any amount to the Contractor, CMHC reserves the right to determine, in its sole and absolute discretion, whether the work was performed to the satisfaction of CMHC. In the event the work is not acceptable to CMHC, CMHC may take such action as it deems necessary to correct the Contractor's default, including, without limitation, the following:

- a) direct Contractor to redo the work or part of the section which was not completed to CMHC's satisfaction;
- b) withhold payment due or accrued due to the Contractor for services rendered pursuant to this Contract;
- c) set off any expenses incurred by CMHC in remedying the default or failures of Contractor against payment for payment due or accrued due to the Contractor;
- d) terminate this Contract for default and /or seek indemnification from the Contractor for losses suffered by CMHC as a result of such default.

4.24 Ownership

(a) The quarterly reports and any other reports prepared exclusively for the Corporation shall remain the property of the Corporation and all copyrights thereto are the property of the Corporation and neither the Contractor nor its servants or agents shall divulge, release or publish any such documentation.

(b) Any and all other information relating to the Corporation and obtained by the Contractor during the course of execution of its duties under this Agreement shall remain the property of the Corporation and shall not be used in any way or disclosed to anyone without the prior written consent of the Corporation.

4.25 Insurance

a) The Contractor will provide and maintain Commercial General Liability insurance for a limit of \$2,000,000 per occurrence for bodily injury, or damage to property including loss of use of such property. This policy shall include the following extensions:

- Intentional injury in defence of property/persons
- Care, Custody and Control exclusion does not apply to property being protected
- Personal Injury including wrongful eviction
- Broad form property damage
- Cross liability including severability of interest
- Personal Injury
- Completed Operations
- Blanket contractual liability
- Employer's liability (or confirmation that all employees are covered by WorksafeBC)
- non-owned automobile
- Canada Mortgage and Housing Corporation to be added as additional insured
- 30 days prior written notice of cancellation to Granville Island Administration Office, 1661 Duranleau Street, 2nd Floor, Vancouver, British Columbia, V6H 3S3
- Contractor's liability to include operations of independent contractors (if not provided then each subcontractor must provide a Certificate of Insurance confirming that they have liability insurance as detailed in the RFP)

b) Software Errors & Omissions Liability – The Contractor will provide and maintain Software Errors & Omissions Liability insurance for a limit of not less than \$1,000,000. The policy will provide 30 days prior written notice of cancellation to CMHC Granville Island Administration Office, 1661 Duranleau Street, 2nd Floor, Vancouver, British Columbia, V6H 3S3. Coverage is to include Contractors employees and Contractors contract employees (if applicable) as named insured.

c) Automobile Insurance – The Contractor will provide and maintain Automobile Insurance with limits of not less than \$2,000,000 per accident. Third Party Liability for all motor vehicles used by the Contractor in the performance of this contract.

d) Fidelity Bond – The Contractor shall carry a fidelity bond (crime insurance) evidencing a third party extension citing CMHC as a beneficiary with respects to services performed under the contract. Insurance is to include a third party extension for a limit of not less than \$220,000,

The Contractor will provide a Certificate of Insurance at least 5 days prior to the contract commencement date confirming the above insurance policies and evidencing that coverage has been placed with an Insurer licensed to do business in Canada. Upon receipt of the Certificate of Insurance CMHC reserves the right to request a Certified copy of the contractors policy for review.

It shall be the sole responsibility of the Contractor to decide whether or not any other insurance coverage, in addition to the insurance requirements stipulated herein, is necessary for its own protection or to fulfill its obligation under the contract.

Any such additional insurance shall be provided and maintained by the Contractor at its own expense.

4.26 Access to CMHC Property

CMHC agrees to permit access by the Contractor's employees onto CMHC premises for the purpose of fulfilling its obligations as per the terms of this agreement. However, CMHC reserves the right to refuse entry of Contractor's personnel in cases of emergencies. CMHC also will have the right at any time to remove from and/or refuse entry to the work site any incompetent or intemperate employee who violates CMHC Safety and/or Security regulations or interferes with CMHC operations at the site.

The Contractor shall be fully responsible to CMHC for the acts and omissions (including negligence) of its subcontractors and of persons directly or indirectly engaged by such subcontractors as if such acts and omissions were those of the Contractor.

4.27 Suspension of Work and Changes in Specifications

CMHC may, at any time and from time to time, order a suspension of the work in whole or in part, and make modifications of, changes in or additions to the specifications of the type of services offered and methods of delivery. All directions given by CMHC in writing with respect to the foregoing shall be complied with by the Contractor. If any such suspension, modification, change or addition shall result in an increase or decrease in the cost of the work, the contract price shall be adjusted accordingly provided that the Contractor shall in no event be entitled to compensation for any loss of anticipated profits and provided further that minor increases or decreases in cost shall be disregarded.

4.28 Extras

Except as otherwise provided in the contract, no payment for extras shall be made unless such extras and the price thereof have been authorized in writing by CMHC

4.29 Closure of CMHC Offices

(a) Where services are being provided by the Contractor pursuant to this Agreement on CMHC premises and the premises become inaccessible due to evacuation or closure because of events or circumstances beyond the control of CMHC, and where the health or safety of persons on the premises may be reasonably determined by CMHC, in its sole judgment, to be at risk, payment to the contractor hereunder may be suspended or modified. Payment will be suspended in full after 48 hours written notice unless the Contractor provides satisfactory evidence to CMHC that the Contractor will continue to incur monetary obligations to others directly as a result of its undertakings under this Agreement and is unable to mitigate its losses due to such obligations.

Based on such evidence and the extent to which the Contractor is able to mitigate, CMHC may continue payment in full (subject to clause (b) below), or at a reduced amount, or suspend payment completely.

(b) Notwithstanding clause (a) above, if closure is continued beyond one calendar week, payment under this Agreement may be suspended in full immediately, on further written notice to the Contractor, until reopening permits the services to continue.

Article 5.0 - Contract Administration

5.1 The Contractor shall be notified in writing by CMHC's contract administrator, of the names of CMHC representatives authorized, from time to time, to assign jobs and approve payments with respect to the work carried out under this contract.

5.2 Changes and/or additions to the terms and conditions of this contract shall be transmitted either by e-mail to rlemay@cmhc.ca and _____@_____ or postal service to the addresses listed on page one of this agreement.

Article 6.0 - Contract Documents

6.1 The Contract documents consist of the following:

- (a) This form of Agreement as executed _____;
- (b) CMHC's Request for Proposal dated _____;
- (c) The Contractor's submitted Proposal dated _____; and

together with all written change notices issued by CMHC hereunder and such further specifications and documents as the parties may agree in writing.

6.2 The contract documents are complementary and what is called for in any one shall be binding as if called for by all. The contract documents shall be interpreted as a whole and the intent of the whole rather than the interpretation of any particular part shall govern. In the event of a conflict between them, the contract documents shall have precedence among themselves in the order as listed above.

IN WITNESS WHEREOF this agreement has been signed by the Parties hereto by their duly authorized signing officers.

THE CONTRACTOR

CANADA MORTGAGE AND HOUSING CORPORATION

Name
Title
Date

Janet Flowers
Acting Director, Granville Island
Date

SCHEDULE "A"

The detailed scope of services will be included upon the completion of contract negotiations.

SCHEDULE "B"

The detailed budget will be included upon the completion of contract negotiations.

7 SECTION 7 APPENDICES

APPENDIX A

MANDATORY

7.1 Certificate of Submission

_____ hereby:
Company Name Procurement Business Number (PBN)

- I. offers to provide services and/or products to CMHC, as described in this proposal, on and if, as and when required basis, all in accordance with the Request for Proposal;
- II. offers the terms as set out in this proposal, including any pricing proposal for a period of sixty (60) days as specified in section 2 of the RFP;
- III. certifies that, at the time of submitting this bid, is in full compliance with all tax statutes administered by all provincial, territorial and federal Ministries of Finance and that, in particular, all returns required to be filed under all provincial and federal tax statutes have been filed, and all taxes due and payable under those statutes have been paid or satisfactory arrangements for their payment have been made and maintained;
- IV. represents and warrants that in submitting the proposal or performing the Contract, there is no actual or perceived conflict of interest;
- V. represents and warrants that in preparing the proposal, there was no actual or perceived unfair advantage due to the receipt of information regarding the RFP that was not made available to other proponents;
- VI. certifies that this proposal was independently arrived at, without collusion;
- VII. certifies that no gratuities or gifts in kind were offered to any CMHC employee, Board member or Governor-in-Council appointee; and intended, by the gratuity, to obtain a contract or favourable treatment under a contract;
- VIII. authorizes CMHC to conduct such investigation as it deems appropriate to verify the contents of the proposal;
- IX. certifies, unless explicitly outlined in the proposal, that all pricing information is based on service provision which, at a minimum, fully meets all of the existing service standards as outlined in the Statement of Work;
- X. agrees to comply with all of the section 6.0 contract MANDATORY clauses in an unaltered form as stated;
- XI. (for sole proprietorships and partnerships) provide permission herewith to CMHC to undertake credit checks on the individuals listed below (names, signatures and home addresses of each must be provided).
- XII. agrees that, in the event of acceptance of this proposal, it will enter Contract negotiations in accordance with the RFP, and upon entry into a Contract with CMHC, it will commit to providing the full scope of services identified in the Contract.
- XIII. agrees that all responses and related materials become the property of CMHC, will not be returned and CMHC will not reimburse the proponent for any work related to, travel or materials supplied in the preparation of the RFP response.
- XIV. agrees that it and any other persons for which it is responsible, who are to perform the work as stated in this RFP, at the request of CMHC will comply with security screening as deemed appropriate;

Signed this ____ day of _____, 2014 at _____, Canada.

Corporations are not required to provide a corporate seal. The signature of one witness is required for the signature of each Owner/Signing Authority.

Corporation/Individual:

Signature of Signing Authority

Name and Title of Signing Authority

Declaration: I have the authority to bind the company.

APPENDIX B

7.2 Evaluation Table

EVALUATION CRITERIA	A	B	C	D
	WEIGHT 100 Total	POINTS 1 to 10	UPSET SCORE	SCORE AxB
<p>Proponent's Qualifications (4.5) The proponent's proposal should include information about the proponent's qualifications as follows:</p> <p>A description of the firm, its organization, number of full-time employees and service specialization.</p> <p>Résumés for all project personnel, including subcontractors, if any.</p> <p>References: three most recent contracts of similar size and scope which the proponent currently holds or has held. For each contract, the following information must be provided: company name and address; contact person name, phone number, and a brief description of the services provided. CMHC may approach any such contact person for information relating to the quality of work provided by the proponent.</p> <p>A minimum of five years experience managing parking lots (minimum of 750 parking stalls)</p> <p>A minimum of five years experience managing electronic revenue control systems</p> <p>A member, in good standing, with the Canadian Parking Association for a minimum of the last two years.</p>	15		105	
<p>Response to Statement of Work (4.6)</p>	40		280	

EVALUATION CRITERIA	A	B	C	D
	WEIGHT 100 Total	POINTS 1 to 10	UPSET SCORE	SCORE AxB
In this section, the proponent should provide detailed information relative to the specifications listed in Section 3, The Statement of Work.				
Project Management Plan (4.7) The proponent shall describe its project management plan including;	25		175	
Its project management approach and organizational structure, reporting levels, and lines of authority The methods used in ensuring quality of the work, and response mechanisms in the case of errors, omissions, delays, etc. Its status reporting methodology, detailing written and oral progress reporting methods The method it will use to ensure compliance with the work schedule Interface with CMHC, interface mechanisms and how internal issues and difficulties will be resolved.				
Pricing Proposal (4.9)	20			
The proponent must provide a response relative to the pricing of its proposed solution.				
TOTALS	100			

APPENDIX C

7.3 Mandatory Compliance Checklist

- | | | |
|--------------------------|-------------------------------|-------------|
| <input type="checkbox"/> | Submission Deadline | Section 2.3 |
| <input type="checkbox"/> | Offering Period | Section 2.7 |
| <input type="checkbox"/> | Proponent's Qualifications | Section 4.5 |
| <input type="checkbox"/> | Response to Statement of Work | Section 4.6 |
| <input type="checkbox"/> | Project Management | Section 4.7 |
| <input type="checkbox"/> | Financial Information | Section 4.8 |
| <input type="checkbox"/> | Pricing Proposal | Section 4.9 |
| <input type="checkbox"/> | Proposed Contract | Section 6 |
| <input type="checkbox"/> | 7.1 Certificate of Submission | Appendix A |

APPENDIX D

Statement of Work for Comprehensive Parking Enforcement Services

Pay Stations, Software and Maintenance

The proponent will supply and install thirteen (13), industry standard, pay and display parking stations in existing locations. The pay stations will be installed and operational on April 1, 2015 and include the following:

- Accept Visa and Master Card payments (PIN and Chip)
- Accept cash and pay by phone payments
- Operating software (provided, installed, and maintained by the proponent)
- Ability to purchase parking time in increments (i.e. hourly, daily, weekly, and monthly)
- Ability to recognize free parking within incremental increases
- Provide a simple and user friendly design to facilitate customer use
- All display instructions will be both Official Languages
- Built in security features to reduce theft and vandalism
- Electronic components must be sealed and protected from the elements
- Software will interface with a web-based database (provided and maintained by the proponent) allowing for the tracking of pay station transactions, generating reports and creating spread sheets for general accounting and reporting purposes
- Software, as provided by the proponent, will be compatible with a payment processor (Global Payments Technology) for downloading payments
- Payments will be directly deposited into CMHC Granville Island's bank account via CMHC'S payment processor (currently Global Payments)
- The ability to support all electronic functions through a solar power system where possible. The proponent will provide details for the solar power systems operating efficiency in cold damp, shady and indoor (parking garages) conditions.
- Paper for the machine must be standardized and available from a variety of suppliers. The proponent is responsible to provide all paper for the pay stations.

The proponent is responsible for upgrading the pay stations throughout the term of the contract to accept new developments in electronic payment methods.

Pay station maintenance is the sole responsibility of the proponent and will be addressed and corrected in an appropriate timely manner. All costs incurred through maintenance of the stations is the contractor's responsibility.

Collection Services

The proponent will provide cash collection services for all thirteen (13) pay stations on Granville Island. The cash collection will happen once a day, five days a week within the seven (7) day period. Pick up days will include weekends and the schedule will be set by CMHC. A report must be submitted identifying the cash collected per machine and collection date.

All reports and printed receipts retrieved from the parking machines should be maintained by the supplier for the term of the agreement for CMHC to review, as requested.

All cash will be held in trust for CMHC Granville Island and paid to CMHC Granville Island by cheque no later than the 15th day of the following month.

The proponent will provide credit card processing services and the accounting software for the pay stations, which will be compatible with a payment processors (Global Payments Canada) processing services. Credit transactions will be processed and downloaded in real time and deposited directly into CMHC Granville Island's bank account via payment processor. If communications are down all transactions will be batched until a time when they can be processed, batched payments must allow for a minimum of 500 card numbers to be stored. The proponent will utilize CMHC's merchant account with Global Payments.

The proponent will accept infraction notice payment services, online, in person, and by phone. Payments collected will be held in trust and paid to CMHC Granville Island by cheque no later than the 15th day of the following month.

Onsite Enforcement Staff

The proponent will employ enough personnel to adequately undertake the onsite patrol, enforcement and traffic management responsibilities throughout the 15.2 hectare (37.6 acre) Granville Island site, as well as a skilled dedicated onsite supervisor.

The proponent is responsible for all aspects of hiring, recruitment, and selection of enforcement personnel. They will not use any discriminatory hiring practices and will maintain all related employment records for all personnel, making information available, as requested, to CMHC. The proponent will ensure employee compliance with all laws and regulations, respond to inspections/audits by regulatory agencies, and pay any fines or assessments levied by regulatory agencies.

Staffing services include all scheduling, supervision, disciplinary and termination actions, including the responsibility for complete training of enforcement personnel and providing any training materials as necessary.

Enforcement officers will have professional appearing uniforms clearly identify their purpose on Granville Island. Onsite enforcement officers should:

- Be competent and skilled in the performance of the work assigned
- Confident with traffic management and traffic control directing
- Trained and certified in the area of Traffic Management
- Pass a criminal record background check
- Be polite and courteous to the public and Granville Island parking patrons
- Able to appropriately handle confrontations
- Wear complete uniforms at all times during duty hours (provided by the proponent)
- Have a professional demeanour

Enforcement officers will be on duty seven days a week from 7:00 am to 7:00 pm, including holidays with the exception of Christmas Day (December 25) and New Years Day (January 1).

Enforcement and patrolling will occur at a frequency necessary to ensure consistent enforcement.

CMHC Granville Island believes in customer service and expects enforcement personnel to treat the public in a courteous, helpful and professional manner.

Parking Enforcement

Enforcement staff will regularly patrol 1,270 stalls in the following locations:

- 650 three hour and 70 one hour free of charge parking stalls
- 517 paid parking stalls
- 66 reserved parking stalls (Sea Village, ECUAD, and the GI Hotel)
- 24 loading zones
- Tour bus parking zone (Lot 73 on Cartwright Street, 6 large coaches) restricted to one hour from May to September
- Tour bus loading zone along Johnston Street, outside Ocean Cement (2 large coaches)
- Taxi zone (There are spaces for 6-7 taxis on Johnston Street near the Public Market)

Paid parking stalls are located in two (2) of the original industrial buildings, a surface parking lot on the east end, a multilevel parkade across from Emily Carr University, and surface parking lot on Old Bridge Street. Please refer to http://www.granvilleisland.com/Parking_Information for detailed information and a map of the paid parking locations.

Note that the heaviest traffic and subsequent demand for parking, on Granville Island occurs between 11:00 am and 3:00 pm and on weekends, holidays and during the summer months.

Moorage

Enforcement staff will patrol the Granville Island docks located north of the Public Market to monitor and enforce the following boat moorage regulations:

- Free moorage limited to 3 hours per day
- No overnight moorage (dusk until dawn) on the finger docks
- Pay overnight moorage on Docks 7,8, and 9
- CMHC Authorized reservation of spaces
- No commercial activity can be conducted on the dock.
- Violators will be removed at the vessel owner's expense.

If a vessel is not in compliance enforcement staff will issue an infraction notice. The name of the vessel, date and time of the issuance of the notice are to be recorded in a trespass log. Subsequently a trespass notice may be issued and a bailiff may be called, as directed by authorized CMHC staff.

Fines and Disputes

The proponent will supply enforcement staff with handheld enforcement devices capable of inputting real time vehicle information, dates, times, infractions, and photos.

The portable handheld devices will also dispense infraction notices and have the ability to interface in real time with a web-based software database, allowing enforcement staff and CMHC staff to upload and transmit parking infraction information. The web-based software database will be provided by the proponent and have the ability to be accessed by authorized CMHC personnel.

The proponent's hardware and software must allow for the upload of CMHC's current and historical parking infraction information.

The issuance of infraction notices for violations of posted parking regulations will occur only when appropriate. The enforced posted parking regulations include, but are not limited to, the following:

- Restricted areas
- "No parking" areas
- Overtime parking / expired parking pass
- Commercial vehicle loading
- Vehicles parked on sidewalks
- Vehicles parked near fire hydrants, driveways, stop signs, intersections or crosswalks
- All parking and traffic related regulations, as directed by CMHC

Infraction notice information will be maintained in real-time on a web-based software database provided and maintained by the proponent, as requested, authorized CMHC personnel will be permitted access.

All enforcement action is to be carried out in a uniform and impartial manner. The proponent and onsite enforcement staff will not directly or indirectly give preferential treatment to any person or entity in the performance of enforcement duties.

Enforcement staff will determine and arrange when a vehicle is to be towed in accordance with criteria provided by CMHC and with an approved supplier.

Enforcement officers will maintain a daily logs and reports of conversations, complaints and unusual circumstances occurring while performing their duties. It will be kept current and updated at the end of every shift and include, but not limited to, the following information:

- Quantity of infraction notices issued by type of violation, location, and enforcement officer
- Quantity of vehicles towed and impounded
- Dates and times
- Missing or damaged signs (including type of sign and location)

Authorized CMHC personnel will have access to the proponent's web-based software.

Reports

CMHC requires the following monthly report, prepared by the contractor, and provided to Granville Island Operation's staff:

- Summary of activities detailing total work hours
- Infraction notice activity, including the quantity of notices by infraction type, by street/area, and a listing of voided notices with an explanation
- Infraction notice payments, appeals and resolutions

- Detailed list of all on-street complaints to officer on duty, including date, time of complaint, names of parties involved, addresses and phone numbers (if known), the nature of the complaint and action taken
- Summary of criminal activity (e.g.: vehicle break-ins) noted by enforcement officers
- The monthly report will be provided to the Granville Island Administration Office no later than the 20th of the following month

CMHC Granville Island may add or delete information required in the monthly report.

Other

Enforcement officers will assist with all parking related matters, including but not limited to:

- Reporting vandalism in parking garages and outdoor areas
- Blocking off areas for special events
- Displaying special event signage
- Reserving and un-reserving parking areas (i.e. around the “crane”)
- Making recommendations based on observations

Additional enforcement hours will be necessary for special events and will be scheduled and billed separately.

CMHC will provide workstation space for onsite enforcement staff for storage of supplies, breaks and completing reports. The space is not intended to be utilized for any others activity as it is CMHC’s intent for parking enforcement officers to be continuously patrolling parking areas.

CMHC will provide communication devices (2-way radios) to maintain contact with enforcement, security, and CMHC staff.

The proponent will provide enforcement staff with a cell phone and monthly plan to allow for calls during the patrol hours. The proponent will provide all supplies necessary for office and field work.

CMHC retains the right to:

- Establish, modify, add and/or delete enforcement areas
- Change hours of enforcement
- Alter CMHC supplied forms and or equipment, procedures, instructions, enforcement areas, level of enforcement and type of enforcement.
- Require relocation of any parking enforcement personnel acting in a manner that is unacceptable to CMHC Granville Island, with no notification.

All requirements listed in the RFP are based on CMHC Granville Island’s existing practices and policies. CMHC Granville Island welcomes suggestions or recommendations for other methods leading to improvements on existing conditions and/or allow for cost savings.

Proponent Qualifications:

- (a) A minimum of five years experience managing parking lots (minimum of 750 parking stalls)
- (b) A minimum of five years experience managing electronic revenue control systems
- (c) A member, in good standing, with the Canadian Parking Association for the last two years