

Request for Proposal

FOR

Parking Management Services for Granville Island

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1 SECTION 1 GENERAL INFORMATION

1.1 Overview of Section 1

The purpose of this section is to provide general information about Canada Mortgage and Housing Corporation (CMHC) and this Request for Proposal (RFP). All capitalized terms in this document have the meaning ascribed to them within the RFP document, the draft agreement, or in certain cases, are terms that are in commonly usage at CMHC.

1.2 Introduction and Scope

CMHC wishes to enter into an Agreement with a vendor(s) (hereafter referred to as the “proponent(s)”) for the purpose of **Parking Management Services on Granville Island**.

The Agreement will have an initial term of up to three (3) years, with the potential to renew for one (1) subsequent two-year renewal period, not to exceed a cumulative total of five (5) years.

The anticipated value of the service is estimated to be up to \$516,000.00 CDN per year including all applicable taxes.

By issuing this RFP and accepting proposals, CMHC assumes the obligation of conducting the process in a fair and transparent manner. CMHC has no obligation to procure any services, or to compensate any proponent for work done other than as may be set out in a written contract with that proponent.

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 Families, Children and Social Development, and Minister responsible for Canada Mortgage and Housing Corporation, the Honourable Jean-Yves Duclos.

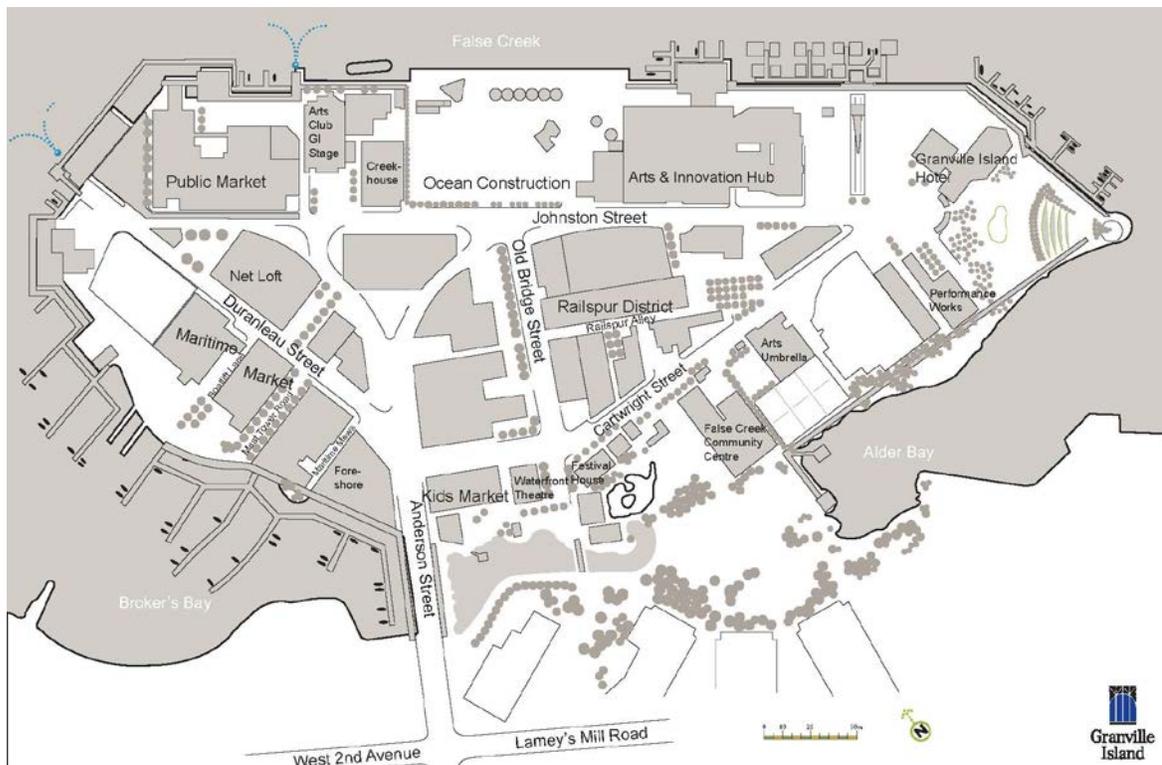
CMHC has 2,000 employees located at its National Office in Ottawa, and at various Business Centres throughout Canada. The Business Centre areas are divided into five regions: Atlantic; Quebec; Ontario; British Columbia; and Prairies & Territories.

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 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.

1.4 Purpose of Request for Proposal

CMHC uses an 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. By submitting a proposal, proponents agree to be bound by the terms of this RFP, and the terms of the proposal that they submit.

In this RFP process, proposals and proponents are evaluated in terms of ability to satisfy the stated requirements, while providing best value to CMHC with respect to its requirements.

1.5 Service Providers Database

CMHC utilizes the Supplier Information (SI) database, maintained by **Public Works and Government Services Canada** as the Official CMHC source list.

Proponents can register with **Public Works and Government Services Canada**, the Procurement Business Number (PBN) provided by this registration can be included with your proposal. If you are not registered, and you wish to do so, you may access (<https://buyandsell.gc.ca/>) or you may call their Information Line at: 1-800-811-1148.

1.6 Schedule of Events

The following schedule summarizes significant target dates for the RFP process. These dates are objectives only, and they may be changed by CMHC at its sole discretion. They shall not be considered terms or conditions under which the RFP will be conducted.

Date	Activities
October 29, 2018	Request for Proposal issued
November 20, 2018	Mandatory Site Visit (10:00 AM PST)
December 7, 2018	Submission of Questions Deadline
December 21, 2018	Submission Deadline (11:00 AM PST)
January 2018	Evaluation and Selection of lead proponent
February 2018	Agreement award and finalization with lead proponent
February 2018	Announcement of successful proponent
As requested	Debriefing to unsuccessful proponents

1.7 Mandatory Requirements

Throughout this RFP, certain requirements are identified as mandatory. Compliance with mandatory requirements will be assessed by CMHC in its sole discretion. A mandatory requirement is defined as:

- a minimum standard that a proposal must meet in order to be considered for further evaluation;
- a requirement that must be met in order for the proponent to substantially comply with the requirements of the RFP; and
- a term that must be included in any Agreement that results from the RFP

Mandatory requirements are identified in:

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

Caution: Proposals which fail, in the reasonable discretion of CMHC, to meet any mandatory requirement will be eliminated from further consideration in the evaluation process. Notwithstanding the foregoing, CMHC reserves the right to waive or revise any mandatory requirements during the RFP process if a waiver or revision is necessary to meet the CMHC's intent in issuing the RFP, or to ensure that CMHC receives best value from the process. In the event that CMHC elects to waive a mandatory requirement, all proponents will be advised of the change in requirements and provided with an opportunity to revise their proposals as noted in Section 2.4.

1.8 Procurement Policy Re: The Environment

CMHC fully supports the principle of sustainable development. Economic development and the preservation of the environment are each given consideration in the RFP process to help 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.

1.9 Proponent Feedback

CMHC aims to continuously improve its bid documents and procedures. CMHC welcomes input regarding proponent experience in responding to its RFPs, whether it be positive or negative. 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 an Agreement has been executed or the RFP process has been terminated.

Proponents wishing to provide feedback may submit comments labeled as ***Proponent Feedback RFX000060*** to the name and address provided in Section 2.4.

Any proponent who notes a material flaw in the RFP that could prevent the process from being conducted in a fair and objective manner, or that could prevent CMHC from receiving best value from the process, is asked to report the flaw to CMHC as soon as possible, using the inquiry process specified in Section 2.4

1.10 Payments and Income Tax Reporting Requirement

All payments and transfers of funds under any resulting contract will be made by means of Electronic Funds Transfer ("EFT").

Throughout the term, the Contractor will be required to ensure that the information provided remains accurate and up to date. The Contractor assumes full responsibility for and indemnifies CMHC from and against any errors in payments or tax reporting that arise because the information supplied is inaccurate or out of date.

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 a Mandatory Compliance Checklist as Appendix C to the RFP. The Checklist is provided for the benefit of proponents prior to submission of their proposals, to help them ensure that they have complied with all mandatory requirements. Non-compliance with a mandatory requirement will result in the proposal being eliminated from further consideration.

2.2 Certificate of Submission

The Certificate of Submission, attached as Appendix A, summarizes some of the mandatory requirements set out in the RFP. As noted in Section 1.7, it is also a mandatory requirement that a proposal include a Certificate of Submission (or an accurate reproduction) signed by the proponent.

Should a proponent not include the signed Certificate of Submission with its proposal, the proponent will be notified by CMHC and will have 48 hours from the time of notification to meet this requirement.

2.3 Delivery Instructions and Deadline (by EBID)

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 a failure to deliver a proposal to CMHC are borne by the proponent. CMHC will not assume those risks or responsibilities under any circumstances.

The time of delivery for the purposes of this section is deemed to be the time recorded by the CMHC system receiving the proposal, and not the time the proposal was sent by the proponent.

Please be advised that EBID has a size limitation 10 MB. It is advisable and recommended that Proponents submit larger proposals in multiple smaller files.

Upon receipt of proposals, an automated confirmation will be issued by EBID 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, as they assume the risk of delays in transmission and receipt.

Format

Proposals may be submitted in MS Word or Adobe Acrobat PDF.

Rich Text formatted or Compressed (Zipped) documents cannot be opened by CMHC and will not be considered.

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 verification 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 a version that can be opened within 2 hours of notification.

2.3.1 Submission Deadline

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

11:00 AM PST, on December 21, 2018

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

2.3.2 Address for Delivery

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

EBID@cmhc-schl.gc.ca

Proposals sent to any other e-mail address will not be considered.

The subject line of the transmission must state: **RFP File # RFX000060**

2.4 Inquiries

All questions regarding this RFP must be sent by e-mail to the following contact person:

Ryan Lemay, Procurement Officer
rlemay@cmhc-schl.gc.ca

Changes to this RFP document will only be effective if issued by CMHC in writing as described below. Proponents are therefore strongly cautioned to request that all clarification, direction and changes be provided in writing, as information given orally by any person within CMHC shall not be binding upon CMHC.

Following the Submission of Questions Deadline (December 7, 2018) all written questions submitted, which in the opinion of CMHC raise an issue that has the potential to affect all proponents, will be answered by CMHC in writing and distributed to all proponents by GETS. The identity of the proponent making the inquiry will not be included in the response. Any questions of a proprietary nature must be clearly marked as such.

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 proponents by GETS.

CMHC has no obligation to respond to any inquiry, and will determine, at its sole discretion, whether it will respond to inquiries that are submitted. CMHC cannot guarantee a reply to inquiries received less than seven calendar days prior to the closing date.

2.5 Communication

During proposal evaluations, CMHC reserves the right to contact or meet with any individual proponent in order to obtain clarification of its submission, including clarification of the scope of services offered. Any such communication is limited to clarification purposes only, and proponents will not be allowed to revise their proposal during this process.

2.6 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.

2.7 Offering Period

It is a deemed condition of every proposal that the terms of the proposal, including all terms relating to pricing, shall remain valid and binding on the proponent until such time as an Agreement is negotiated and executed, not to exceed sixty (60) calendar days following the closing date.

2.8 Changes to Proposals

Changes to a proposal are permitted, provided that they are received as an addendum to, or clarification of, a previously submitted proposal, or as a new proposal that replaces and supersedes the proposal that was previously submitted.

Any 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. Where the new proposal is intended to replace all or part of an earlier proposal, it must be accompanied by a clear statement specifying the sections of the earlier proposal that are replaced by the new proposal.

2.9 Multiple Proposals

Proponents interested in submitting more than one proposal for consideration may do so, provided that each proposal independently complies with the instructions, terms and conditions of this RFP.

2.10 Acceptable Alternative

An alternative to any portion of a proposal may be submitted as an addendum to a proposal.

Where the alternative proposal relates to a mandatory requirement, the alternative must meet that requirement.

2.11 No Liability

While CMHC has made considerable efforts to ensure that the information in this RFP is accurate and complete, it is possible that errors may exist. The information is not guaranteed or warranted to be accurate by CMHC, nor is it necessarily comprehensive or exhaustive. CMHC will have no liability of any kind to proponents for losses or damages arising from any errors that may be found in the RFP, regardless of how the errors are caused. Proponents remain obliged to make their own investigation of relevant information and to form their own opinions and conclusions in respect of the matters addressed in this RFP.

By submitting a proposal, proponents waive any claim or cause of action that they may have against CMHC or its representatives as a result of the conduct of this RFP process or any resulting contract award, except insofar as they have proof of wilful misconduct on the part of CMHC or its representatives. Proponents agree that they will not bring a court action or institute any other proceedings against CMHC for damages arising from the conduct of this RFP or any resulting contract award. This section is intended to be a complete waiver of the proponent's right to claim damages subject to the limited exception noted above.

2.12 Verification of Proposals

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

2.13 Ownership of Responses

All proposals and related materials become the property of CMHC upon submission and CMHC shall have all intellectual property rights in those proposals and materials. Proposals and related materials will not be returned to proponents.

Proponents are not entitled to any compensation for any work related to, or materials supplied in the preparation of their proposals.

The proponent warrants that the proponent possesses all rights necessary to satisfy this requirement.

The proponent hereby certifies that it has waived, or has obtained a waiver in favour of CMHC of, all moral rights in the proposal and related materials, and hereby assigns all rights in the material, as provided for in the law of copyright.

The proponent agrees to execute any document requested by CMHC acknowledging CMHC's ownership of the material and the waiver of moral rights therein.

All information regarding the terms and conditions, financial and/or technical aspects of the proponent's proposal which are of a proprietary or confidential nature, must be clearly marked "**PROPRIETARY**" or "**CONFIDENTIAL**". Proprietary and confidential markings shall be included beside **each item or at the top of each page containing information that the proponent wishes to protect from disclosure.**

CMHC will take steps to protect proponents' documents and information so marked from disclosure. Notwithstanding the foregoing, CMHC shall have no liability of any kind to proponents based on the inadvertent or unintentional disclosure of proprietary information.

Proponents are further advised that as a Crown corporation, CMHC is subject to the federal legislation with respect to access to information and privacy. In certain specific circumstances, information submitted to CMHC by third parties may be required to be disclosed pursuant to federal legislation. In such cases, to the extent reasonably possible, CMHC will make efforts to advise the proponent of the required disclosure prior to releasing the information.

2.14 Proprietary Information

Information about CMHC that is contained in this RFP document is to be considered proprietary information of CMHC. It is made available for the sole purpose of providing proponents with sufficient information to prepare responses to the RFP. Proponents and other readers of this document may not make any other use of information contained in the RFP.

2.15 Corporation Identification

Proponents agree that they will not make any use whatsoever of CMHC's name, logo or other official marks without the express written consent of CMHC.

2.16 Declaration with respect to Gratuities

By submitting a proposal, the proponent certifies that no representative of the proponent, or any individual or entity associated with the proponent has offered or given a gratuity (e.g. an entertainment or gift) or other benefit to any CMHC employee, Board member or Governor-in-Council appointee with the intention of obtaining favourable treatment from CMHC.

2.17 Conflict of Interest

The proponent and its principals, employees and agents shall avoid any real, potential or apparent conflict of interest during the RFP process, and upon becoming aware of a real, potential or apparent conflict, shall immediately declare the conflict to CMHC. The proponent shall then, upon direction of CMHC, take steps to eliminate the conflict, potential conflict or perception that a conflict of interest exists.

The successful proponent must not provide any services to any third party in circumstances that might reasonably give rise to a conflict of interest between the proponent's duties to that third party and the proponent's duties to CMHC.

In the event that a conflict of interest, real, potential or perceived, cannot be resolved to the satisfaction of CMHC, CMHC shall have the right to immediately eliminate the proponent from consideration under the RFP or to terminate the resulting agreement. Upon such elimination or termination, CMHC shall have no obligation of any nature or kind to the proponent.

2.18 Declaration with respect to Bid Rigging and Collusion

By 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.

2.19 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 five working days, but may take longer, depending on the circumstances. If they are not security cleared, the proponent or its employees will require an escort by a CMHC employee if required to access CMHC premises and will not be granted access to CMHC information and systems or any confidential information. Where the required security clearance is not granted to an individual, CMHC will have the right to exclude that individual from performing the services outlined in this RFP. The failure of an individual to obtain security clearance shall not relieve the successful proponent from any of its obligations under this RFP and any resulting agreement.

2.20 Joint Venture Responses

Joint venture proposals should adequately represent and communicate the proposed roles and responsibilities of each party participating in the joint venture, and must provide a detailed description of the proposed joint venture business arrangement. The description must, at a minimum, list the companies involved, indicate how long the business arrangement has been (or will be) in existence, outline the goods or service(s) that each respective party would be providing and describe the proposed roles and responsibilities of each party.

The proponent shall designate one of the entities participating in the joint venture as the contact person for the purpose of this RFP process. All communications between the proponent and CMHC will be directed through the contact person. Joint venture responses must be accompanied by a signed Certification of Submission from each participating entity. Refer to Section 2.2.

2.21 Non-Disclosure of CMHC Information

Under this section, “CMHC Information” refers to any and all information of a confidential nature, including all personal information, which is managed, accessed, collected, used, disclosed, retained, received, created or disposed of by CMHC in order to complete this RFP process and to fulfill the requirements of any resulting agreement. Without limiting the generality of the foregoing, CMHC Information includes information held in any format and information provided directly, indirectly to the proponent.

The proponent understands and agrees to treat all CMHC Information as proprietary, confidential and sensitive, unless otherwise specifically agreed to in writing by CMHC. The proponent agrees to restrict access to CMHC Information to those persons who have a need to know this information in order to prepare the proponent’s response to this RFP, or perform the work or services under any resulting agreement.

The proponent further 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 proponent shall ensure that CMHC Information remains in Canada and expressly agrees to segregate CMHC Information (whether in electronic format or in hard copy) from any other information by electronic or physical means.

Without limiting the generality of the foregoing, the proponent shall not and shall ensure that any subcontractor, reseller, agent or any other person engaged to perform any part of the work or services does not release, share or otherwise divulge CMHC Information to any other person including subsidiaries, branch offices, partners or subcontractors of the proponent without the prior written consent of CMHC.

Where disclosure of CMHC Information is required pursuant to a lawful requirement or for the purposes of complying with a subpoena or warrant lawfully issued or lawfully made by a court, person or body, the proponent shall notify CMHC promptly after discovering the potential of disclosure of the CMHC Information so that CMHC has the opportunity to seek a protective order or other appropriate remedy.

The proponent also agrees that in the event that disclosure of CMHC Information is required by a valid and applicable law, it shall, in co-operation with CMHC, act in good faith to prevent access to CMHC Information including but not limited to taking appropriate legal action against disclosure, providing information and other assistance in order for CMHC to take appropriate legal action against disclosure, and ensuring that disclosure is strictly limited to the information lawfully requested.

2.22 Proponents' Mandatory Site Visit

It is Mandatory that proponents visit the site and examine the existing conditions and the scope of the work proposed in the RFP.

The site visit meeting will be held on **November 20, 2018 at 10:00 AM PST**. The location for the meeting will be at **the Granville Island Administration Office – 1661 Duranleau Street, 2nd Floor, Vancouver, BC**. Proponents should send confirmation, by 5:00 PM PST on November 19, of attendance, including the name(s) of the person(s) who will be attending via e-mail to mhsu@cmhc-schl.gc.ca. Confirmation should include the name(s) of proponent representatives who will attend.

Due to limitations on space, a maximum of 2 attendees per proponent (including joint ventures) shall be permitted.

Proponents who, for any reason, cannot attend at the specified date and time will not have an alternative opportunity to view the site. Proposals from proponents that do not attend the site visit will be rejected as non-compliant.

3 SECTION 3 STATEMENT OF WORK

3.1 Overview of Section 3

This section of the RFP is intended to provide the proponent with the information necessary to develop a responsive 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 (refer to Appendix D)

Canada Mortgage and Housing Corporation (“CMHC”) requires a qualified proponent to provide comprehensive parking management services on Granville Island (the “Property”) in Vancouver, British Columbia.

Granville Island is a high visibility and high traffic location with a complex road and pathway system, including one-way streets, loading zones, a taxi stand, pick-up/drop-off areas for buses, street parking, lot parking, and one multi-level parkade. CMHC establishes the parking and traffic policy (the “Policy”) for Granville Island and the proponent will enforce all aspects of the Policy in coordination with CMHC.

There are Policy changes resulting from the Granville Island Parking Management Strategy, included as Appendix E, and beginning on June 1, 2019, pay parking will be in effect for the entire Property from 11:00 am to 6:00 pm; including all street parking stalls and lots. Parking rates will vary seasonally, as follows:

- October 1st to April 30th
- May 1st to September 30th

Proponent’s proposals should address the expanded management of parking collections and enforcement on the Property. The Services will include, but are not limited to, the following:

- **Pay Stations:** Supply and install Pay Stations (the “Stations”) in existing and new locations, ensuring complete coverage on the Property. Proponents will propose a placement plan for Stations and must provide a per unit price to increase or decrease the quantity of Stations.

All current Stations are expected to be replaced with new Stations. CMHC will not accept a mixture of different Stations, all Stations throughout the Property must be the same make, model and provide consistent functionality.

- **Hardware and Software:** Provide and maintain hardware and software required for:
 - a. Pay Station operating systems
 - b. Enforcement Devices and operating systems capable of interacting, in real time, with Stations, internet and web payment processors (Global Payments)
- **Maintenance:** Maintain Pay Stations and Enforcement Devices including regular cleaning and preventative maintenance services. The proponent is responsible to maintain and update the operations systems. Address all issues, including malfunctioning equipment and customer concerns with equipment within agreed upon response times.
- **Collection Services:** Provide collection of payments resulting from infraction notices, facilitate payments via Pay Stations, mobile applications, and any other payment methods to CMHC, and optional cash collection from pay stations.
- **On-Site Enforcement:** Provide on-site parking patrol, enforcement and traffic management service, seven (7) days per week. Enforcement Devices must be interchangeable and be capable of real time interface with other Enforcement Devices, Pay Stations and the proponent's web-based Infraction Notice 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 for payment to CMHC. Infraction Notice information will be maintained in real-time on the proponent's web-based software.
- **Reporting and Data Sharing:** Provide monthly reporting to CMHC for financial summaries and remittances. Collect and summarize data regarding parking usage and provide to CMHC.

Please refer to the detailed Scope of Work attached to this RFP 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	Proponent's Qualifications
4.5	Response to Statement of Work
4.6	Project Management Plan
4.7	Financial Information
4.8	Other 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 1.7 for a description of mandatory requirements.

4.3 Covering Letter

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

- (a) A description of the company or joint venture/consortium.
- (b) The names of the individuals who are the principals of the proponent.
- (c) Contact information for the primary contact person with respect to this RFP including the individual's name, address, contact phone number and e-mail address
- (d) The locations of primary and all other offices that would be servicing the Agreement.

4.4 Proponent's Qualifications

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

- (a) A description of the firm, its organizational structure as it relates to the performance and delivery of the Services, number of full-time employees and scope of services offered. Include a description of any primary recurring sub-contractor(s) and which portions of the project they will be responsible for.
- (b) Résumés for supervisory and managing personnel who would be servicing the Agreement, including subcontractors, if any.
- (c) References: A minimum of three contracts of a similar size and scope, in a commercial or public sector setting, which the proponent currently holds or has held over the past five (5) years. For each contract, the following information must be provided: company name and address; contact person name, email, and phone number and a brief description of the services provided (including location of site and quantity of parking stalls, roadways, etc. that the proponent was responsible for). CMHC may approach any such contact person for information relating to the quality of work provided by the proponent. Should CMHC determine, at its sole discretion, any information in the provided references to be false or inaccurate, or if the contact provided in the reference provides negative feedback regarding the proponent and its conduct on projects, the proponent will be disqualified from the evaluation process. Contracts named in References must be relevant to the Statement of Work. Please do not list CMHC Granville Island as a reference if applicable.

4.5 Response to Statement of Work

In this section, the proponent must provide a detailed description of general services provided as per Section 3 and Appendix D, the Statement of Work. Should additional value-added services be offered, these should be included as a separate section. The items to be addressed in this section include, but are not limited to:

- **Pay Stations:** The proponent shall propose a Pay Station (the “Stations”) System for Granville Island, providing the Station quantities and locations, including the rationale for the layout and how placement will minimize disruption to the existing areas and provide adequate coverage to the Property. The proponent’s proposal will provide the type of Station, including the model number and specifications.

Proponents may propose no more than three (3) Layouts, however they must be clearly separated (for example: Alternative Layout Proposal (#1)) and it should explicitly state any differences including benefits and drawbacks from the other proposed layouts. Please refer to **Appendix G** for a map of Granville Island.

- **Software:** Propose operating systems and backend systems for management of the pay stations, enforcement equipment, infraction notice system, and payment systems. Explain how the systems will be organized to provide real-time reporting and accountability to CMHC.

- **Hardware:** Propose parking enforcement equipment appropriate for the regular patrol of Granville Island, keeping in mind traffic patterns and the nature of the Property as a pedestrian friendly environment.
- **Maintenance:** Provide preventative maintenance procedures to ensure equipment and systems are consistently functional and clean.
- **Collection Services:** Propose electronic and mobile payment systems and include security features. Provide procedures around remittance of all collected funds to CMHC. If cash is accepted at pay stations, provide procedures for regular collection. Provide a proposal on how to manage the Monthly Tenant/Business Parking Passes Program.
- **Enforcement:** Propose enforcement system appropriate for the on-going patrol of Granville Island during the period pay parking is in effect.
 - **Tour Bus Policy**
The proponent should outline the number of staff to be committed to its enforcement and how they will manage and enforce the Tour Bus Policy, attached to this RFP as Appending F.
 - **Staffing Levels**
The Proponent will clearly describe how customer service standards will be maintained. Seasonal variations must be clearly defined in staffing levels and periods.
- **Infraction Notice Payment and Dispute:** Provide infraction notice resolution and payment system and procedures. Must include ability to dispute or pay infractions online and by telephone. The proponent shall be responsible for the collection of all current and outstanding infraction notices. Provide a system where infraction notice information will be easily accessible to designated CMHC representatives.
- **Moorage:** Propose a separate moorage solution to track and collect moorage fees and enforcement of moorage regulations along the Public Market docks. Proponents should submit a separate pricing proposal for moorage services including all applicable costs for enforcement, pay stations, payment methods, etc.
- **Reporting and Data Sharing:** Provide examples of reports and remittance statements as outlined in the Statement of Work. The Proponent will propose a data sharing model as detailed in the Statement of Work and will provide examples of how the information will be presented to CMHC.

4.6 Project Management Plan

The Proponent will propose a transition plan to manage the expansion of pay parking throughout Granville Island, including implementation of new pay stations and proposed enforcement methods. Pay stations and payment methods, under the Granville Island Parking Management Strategy, must be effective on later than June 1, 2019.

The proponent shall describe its management plan in regards to managing Service Levels, Staffing Levels, and Response Times to Granville Island including:

- (a) **Project Management Approach.** The proponent shall describe its management approach and the organizational structure, including how the proponent will organize staff and sub-contractors.
- (b) **Quality Control.** The proponent shall describe its approach to quality control including:
 - Response mechanisms in the case of errors, omissions, deficiencies, delays, etc.
 - Propose methodologies to minimize downtime in pay stations and payment systems. Provide procedures to repair or replace pay stations that are damaged, vandalized, or non-functional, including minimum response times in case of equipment failure.
 - Scheduling of staff working on the Property (including quantity of staff, description of roles, and estimated quantity of hours, etc.) and how staffing levels will be maintained
 - Quality of Customer Service and how levels will be maintained by onsite staff and customer service representatives
- (c) **Communication with CMHC.** The proponent shall describe how it will manage and report issues, complaints, and solutions; include details of written, oral, and electronic reporting methods.
 - How customer issues will be recorded and communicated to CMHC for review
 - How complaints and issues from tour bus operators will be recorded and communicated to CMHC for review
 - How pay station downtimes and issues will be recorded and communicated to CMHC for review
- (d) **Response times and Interface with CMHC:** describe where additional personnel are based and how they would be able to respond in a timely manner to deficiencies and safety issues.
 - Include interface mechanisms with CMHC (how would CMHC staff reach the proponent in an emergency)

- Include a maximum response time required for personnel to be on Granville Island after a call from CMHC regarding deficiencies in the Services.

4.7 Financial Information

Proponents are not expected to submit confidential financial information with their proposal, however CMHC reserves the right to conduct an assessment of the Lead Proponent(s) financial capacity. Once a Lead Proponent is selected following the RFP evaluation process, CMHC may request the financial information necessary to confirm the financial capacity of the proponent.

Failure to permit CMHC the right to conduct an assessment or to provide any requested financial information will result in disqualification of the Lead Proponent(s) at which time no further consideration will be provided to the respective submission(s).

4.8 Other Information

The proponent may provide other relevant financial information, but is not obligated to do so.

4.9 Pricing Proposal

The proponent must provide a response outlining the pricing of its proposed solution in a detailed manner. CMHC will not accept revenue sharing agreements at this time.

Pricing proposals must include a unit price for pay stations to allow for an increase or decrease in the number of pay stations during the term of the agreement. **Cost of installation of pay stations to be included in per unit price unless otherwise indicated and outlined.**

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 and will be paid by CMHC.

Service	Year 1	Year 2	Year 3	Year 4	Year 5
				Renewal Term	
Cost per MONTH					
Enforcement Inclusive of all onsite patrol, enforcement activities, equipment (excluding costs for Tour Bus Enforcement)	\$_____	\$_____	\$_____	TBD	TBD
Tour Bus Enforcement Inclusive of costs for Tour Bus Enforcement only.	\$_____	\$_____	\$_____	TBD	TBD

Pay Stations					
All costs for the supply, delivery, and installation of all pay stations proposed Provide 2 different options: lease or rental; all pricing per unit					
Rental Option Per Unit	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Software and Maintenance					
All costs for regular upkeep, communication, administration, supply, etc. of pay stations					
Software All firmware and IT purchase, maintenance, update, administration, etc.	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Maintenance All costs for maintenance program, cleaning services, etc.	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Supplies All miscellaneous supplies, paper, etc.	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Collection Services					
All costs for collection of cash, credit, mobile, and infraction payments					
Infraction/Violation Services All costs for the provision of infraction payment services (online, phone)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Electronic Payment Services Any additional costs for Credit Card Payment. See form for merchant fees	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Mobile Payments Services All costs for administration of mobile payment systems	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Cash Collection Services Optional cash collection if machines accept cash	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Other					
Moorage, Data Sharing					
Data Sharing All costs related to collection and provision of data and reports to CMHC	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Moorage Provide all costs for moorage solution; including staffing, hardware, IT, etc.	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Monthly Tenant/Business Parking Program Provide all costs to manage Monthly Staff Parking Program.	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Merchant Fees (Effective for the Initial and Renewal Terms of the Agreement (Year 1 to 5))	Visa	Master Card	AMEX	Other Accepted Credit Cards	
Credit Card Processing Fees/ Rates Include flat fees and percentages to be deducted from remittances to CMHC and paid to Credit Card Processors. No additional fees shall be deducted by the Proponent. Include all card brand names accepted by proponent.	_____ %				

Additional Enforcement As requested additional enforcement staff (outside of the Scope of Work) for special events or temporarily increased service levels	Year 1	Year 2	Year 3	Year 4	Year 5
	Renewal Term				
Cost per HOUR					
Enforcement Supervisor Regular Hours (between 8am – 6pm, including weekends)	\$ _____	\$ _____	\$ _____	TBD	
Enforcement Supervisor Overtime Hours (after 8 consecutive hours of work on Granville Island)	\$ _____	\$ _____	\$ _____		
Enforcement Supervisor Statutory Holiday Hours	\$ _____	\$ _____	\$ _____		
Regular Enforcement Officer Regular Hours (between 8am – 6pm, including weekends)	\$ _____	\$ _____	\$ _____		
Regular Enforcement Officer Overtime Hours (after 8 consecutive hours of work on Granville Island)	\$ _____	\$ _____	\$ _____		
Regular Enforcement Officer Statutory Holiday Hours	\$ _____	\$ _____	\$ _____		

The proponent will include additional all costs not included in the above table.

Pricing changes may be negotiated for the optional renewal terms for enforcement rates only.

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 an agreement.

CMHC commits to conducting the evaluation process in a fair and objective manner and treating all proponents equitably. To this end, it has set out detailed terms and conditions and evaluation criteria which will be applied uniformly to all proponents.

As per Section 2.11, by submitting a proposal, proponents agree to relinquish all causes of action, claims, complaints or demands that they may have against CMHC arising out of its evaluation of proposals, the alteration of any terms and conditions, the failure to evaluate any proposal, the failure to sign an agreement with a proponent, or the termination of this RFP process.

CMHC intends to conduct the RFP process such that the proposal that represents the best value to CMHC, based on its operational requirements, is selected. The lowest cost proposal will not necessarily be selected. CMHC reserves the right to reject any or all proposals in whole or in part on the basis of this principle.

5.2 Limitation of Damages

The proponent, by submitting a proposal and subject to Section 2.11, agrees that under no circumstances will it claim damages in excess of the reasonable costs incurred by the proponent in preparing its proposal. The proponent waives any claim for loss of profits or other indirect or special damages.

5.3 Evaluation Table

The Evaluation Table as provided in Appendix “B” lists 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 will first be individually evaluated by each member of the Evaluation Committee that is formed by CMHC for this purpose.

Evaluators will evaluate each proposal in accordance with the evaluation criteria as shown in the Evaluation Table, Appendix "B", and a predefined scoring scale of 0 to 5, where a 3 is deemed to meet most requirements.

Once individual evaluations are complete, the Evaluation Committee members will discuss their scores and agree upon a final score for each proposal.

A proposal must meet the minimum upset score (set as a score of 3) in each category (as shown on the Evaluation Table) to remain in the evaluation process.

Each compliant proposal that meets the minimum upset scores in each category shall then be evaluated using the "weighted" evaluation process. Technical criteria and pricing are weighted (out of a total 100) as shown in the Evaluation Table, Appendix "B".

Pricing is calculated by aggregating the average monthly costs for Enforcement, Tour Bus Enforcement, Pay Stations, Software and Maintenance, Collection Services, and Other. An estimated monthly credit card processing fee deduction will be added to this total. Any additional deductions to revenues identified by the proponent will also be added to the total. An estimated number of hours for additional enforcement services will be applied to the proponent's rates will be added to the total to obtain a total proposal price.

Pricing is scored based on a formula where the lowest total proposal price obtains the highest score (5 out of 5) and all prices are then pro-rated. All criterion scores are added and the proposal with the highest overall score is deemed to be the Lead Proponent.

5.5 Financial Evaluation

Once a Lead Proponent is identified, CMHC may carry out a credit check and/or a financial capacity on the Lead Proponent as per Section 4.7 of this RFP.

The financial evaluation is a pass/fail evaluation to determine whether the Lead Proponent has the financial capacity required to provide CMHC with reasonable assurance that it will be able to meet its obligations if it enters into an agreement with CMHC. If the Lead Proponent passes the financial evaluation, CMHC is then in a position to begin contract negotiations. If the Lead Proponent fails the evaluation, it is disqualified from further consideration.

5.6 Proponent Selection

Once a Lead Proponent has passed the financial evaluation, CMHC has the option of entering into negotiations with that proponent to incorporate some or all of its proposal into an agreement.

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.

By submitting a proposal, proponents agree that if they are selected as Lead Proponent, they will enter into contract negotiations in a timely manner and in good faith, and within the framework of the RFP and the proponent's response to the RFP.

Announcement of the successful proponent will be made to all proponents following the signing of an agreement.

6 SECTION 6 DRAFT AGREEMENT

6.1 Overview of Section 6

Attached in Section 6.2 is a draft agreement containing terms and conditions that will form the basis of the agreement resulting from this RFP. CMHC reserves the right to add, delete or revise terms and conditions during negotiations.

Terms and conditions identified as “Mandatory” in the RFP or draft Agreement must be included in the agreement. The Proponent’s proposal and all associated correspondence from the Proponent, where relevant, shall to the extent desired by CMHC, also form part of the resulting contract.

Submission of a proposal constitutes acknowledgement that the proponent has read and, unless otherwise stated in the Proponent’s proposal, agrees to be bound by the terms and conditions in the draft agreement in the event that the Proponent is selected by CMHC to enter into a contract.

For the purposes of this section the term “Contractor” refers to the successful proponent with whom CMHC enters into an agreement.

6.2 Draft Agreement

CMHC FILE No.

THIS AGREEMENT (the “Agreement”)

BETWEEN

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

(hereinafter referred to as "CMHC")

AND

CONTRACTOR

(hereinafter referred to as "the Contractor")
(individually a “Party”, collectively the “Parties”)

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

Article 1.0 - The Services

- 1.1 The Contractor covenants and agrees to provide Parking Management Services in accordance with the Statement of Work attached as Schedule "A" (the "Services").
- 1.2 The Contractor represents that it possesses the requisite skills and experience to perform the Services in accordance with the terms and conditions of the Agreement. The Contractor warrants that the Services will be performed in a professional manner and in accordance with accepted industry standards.

Article 2.0 - Term of the Agreement

- 2.1 The term of the Agreement shall be for a period of three years and commence on _____ and terminate on _____ (the "Initial Term").

2.2 Renewal

The Agreement may be renewed at CMHC's sole discretion for one additional, two year term (the "Renewal Term"), not to exceed a cumulative total of five years inclusive of the Initial Term (Collectively Article 2.1 and 2.2 are the "Term").

2.3 Termination

No fault termination

Notwithstanding Articles 2.1 and 2.2 above, CMHC may terminate the Agreement for any reason with no penalty or charge by giving thirty (30) calendar days written notice at any time during the Term.

Termination for Default of Contractor

CMHC may, by giving ten (10) calendar days prior written notice to the Contractor, terminate this Agreement without penalty or charge for any of the following reasons:

1. The Contractor commits a material breach of its duties under this Agreement, unless the Contractor cures such breach and indemnifies CMHC for any resulting damage or loss, both in a manner satisfactory to CMHC in its sole, absolute and non-reviewable discretion, within twenty (20) calendar days of receipt of written notice of breach from CMHC;
2. The Contractor commits numerous breaches of its duties under this Agreement that collectively constitute a material breach;

3. There is 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 Agreement; or
4. 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.

CMHC may terminate this Agreement without notice if the Contractor commits gross misconduct, fraud or other unlawful acts.

CMHC's Obligations upon Termination

In the event that a notice of termination is given, and subject to the deduction of any claim which CMHC may have against the Contractor arising out of the Agreement or its termination, CMHC will be obliged to make payment for the value of all Services performed to the date of the notice, such value to be determined in accordance with the rate(s) specified in the Agreement. CMHC will make payment within thirty (30) calendar days of the date of the notice or receipt of an invoice submitted by the Contractor, whichever is later. Upon such payment, it shall have no further obligation or liability of any kind to the Contractor.

Contractor's Obligations upon Termination

Upon termination of this Agreement or upon delivery of notice of intent to terminate this Agreement, the Contractor shall promptly review all work in progress and forward it to CMHC. The Contractor shall provide CMHC with reasonable transitional assistance at the rates specified in the Agreement, or if no rates are specified at the contractor's standard rates.

2.4 Termination Assistance

Commencing six (6) months prior to expiration of the Term or on such earlier date as CMHC may request, or commencing upon any notice of termination or non-renewal of this Agreement, the Contractor shall provide CMHC with reasonable termination assistance as 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.

Article 3.0 – Financial

- 3.1 In consideration of the performance of the Services, as described in Article 1.0, CMHC agrees to pay the Contractor an amount based on the Contractor's rates attached as Schedule "B" (the "Contractor's Rates").

Notwithstanding the foregoing, under no circumstances shall CMHC's total financial liability under the Agreement exceed \$_____ for Services provided during the Term of the Agreement.

- 3.2** Rate changes for the Enforcement Hourly Rate may be negotiated for the Renewal Term. At no less than sixty (60) calendar days prior to Term termination date, the Contractor can advise CMHC in writing to request pricing changes for the Renewal Term.

At its sole discretion, CMHC shall within thirty (30) calendar days of receiving the Contractor's request, advise the Contractor in writing of CMHC's wish to either negotiate the requested pricing change or terminate the Agreement.

- 3.3** 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, including any goods and services tax/harmonized sales tax (GST/HST) or provincial sales tax (PST). No other taxes, assessments, duties or other levies shall be payable to the Contractor unless specifically agreed in writing by the Contractor and CMHC.

- 3.4** Notwithstanding Article 3.3 above, GST/HST or PST, to the extent applicable and required to be collected, shall be collected by the Contractor and shown as a separate item on each 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 or the appropriate provincial taxing authorities all taxes payable on the Services.

3.5 Invoicing

The Contractor shall submit detailed invoices to CMHC on a monthly basis during the Term describing the Services provided during the period covered by the invoice. The Contractor must allow 30 calendar days from delivery of invoice for payment without interest charges. The Contractor cannot invoice prior to performance of the Service.

All invoices must make reference to this Agreement by quoting CMHC file number RFX000060 and be sent to ap@granvilleisland.com

Before advancing any amount to the Contractor, CMHC reserves the right to determine, in its sole and absolute discretion, whether the services were performed in accordance with the terms and conditions of the Agreement. In the event that the services do not meet the standards set out in the Agreement, CMHC may take such action as reasonably necessary to correct the Contractor's default, including, without limitation, the following:

- a) directing the Contractor to redo the work that was not completed in accordance with the Agreement;

- b) withholding payment;
- c) setting off any expenses incurred by CMHC in remedying the default of Contractor against payment for payment due to the Contractor;
- d) terminating the Agreement for default.

3.5.1 Method of Payment

All payments due under the Agreement will be made by means of Electronic Funds Transfer (“EFT”). The Contractor is responsible for providing CMHC with all the information set out in section 3.5.2 to allow EFT to be effected and for keeping the information up to date. In the event that CMHC is unable to make payment by EFT, the Contractor agrees to accept payment by cheque or another mutually agreeable method of payment.

3.5.2 Direct Deposit and Income Tax Reporting Requirement

As a federal Crown Corporation, CMHC is obliged under the Income Tax Act and Regulations to report payments 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 CMHC to make payment by EFT and to complete the T1204 supplementary slip. The Contractor may be required to complete and sign a Supplier - Direct Deposit and Tax Information Form (CMHC/SCHL 3085) prior to commencement of the Term. Throughout the Term, the Contractor is required to ensure that the information provided remains accurate and up to date. The Contractor assumes full responsibility for any errors in payments or tax reporting that arise because the information supplied is inaccurate or out of date.

3.6 Audit

The Contractor shall maintain proper and standard records and accounts during the Term and for a period of three (3) years following the end of the Term. 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 CMHC’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 CMHC agrees to cooperate with the Contractor in the course of conducting any audit in order to avoid disruption in day-to-day operations and to preserve confidentiality of any proprietary information that is disclosed. Article 4.0 - General Terms and Conditions

4.1 Intellectual Property Rights

All material, reports and other work product produced under the Agreement will become the sole property of CMHC upon coming into existence and CMHC will hold all intellectual property rights therein. The Contractor warrants that it has sufficient rights to satisfy this term, and that any necessary waivers of moral rights have been obtained, as provided for in the law of copyright.

Upon the material coming into existence, the Contractor hereby assigns all rights in the material to CMHC and agrees to execute any document requested by CMHC acknowledging CMHC's ownership of the material and work product and the waiver of moral rights therein.

Nothing in this Agreement is intended to affect the pre-existing Intellectual Property Rights of the Parties, and all personal information, whether or not it is marked as confidential.

4.2 Confidentiality and Non-Disclosure of CMHC Information

In this section, "CMHC Information" refers to any and all information of a confidential nature, including all personal information, that is in the care or control of CMHC, and is managed, accessed, collected, used, disclosed, retained, received, created or disposed of in relation to the provision of the Services, however the information is obtained. Without limiting the generality of the foregoing, CMHC Information includes data in any format and information obtained directly or indirectly by the Contractor.

The Contractor understands the sensitive nature of the CMHC Information and agrees to treat all CMHC Information as proprietary, confidential and sensitive during the Term and following termination of the Agreement, unless otherwise specifically agreed to in writing by CMHC. The Contractor further agrees to restrict access to CMHC Information to those persons who have a need to know this information in order to perform the Services and who are bound by an obligation of confidentiality that is as strict as that contained in this Agreement.

In the event that a breach of confidentiality occurs, the Contractor will immediately notify CMHC and co-operate with CMHC to the extent required to remedy the breach.

Where the Services are sensitive in nature, CMHC may require that the Contractor provide an Oath of Secrecy for each of its employees or persons engaged in performing the Services.

The Contractor further acknowledges and understands that CMHC considers all CMHC information to be under its custody and control at all times, and that all information in the care and control of CMHC is subject to federal laws on privacy and access to information.

Any documents provided to the Contractor in the performance of the Services shall be returned, uncopied to CMHC or destroyed by the Contractor immediately following the termination of this Agreement. For documents not returned to CMHC, the Contractor shall provide specific proof under oath of their destruction.

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 other information by physical or electronic means.

Without limiting the generality of the foregoing, the Contractor shall not and shall ensure that any subcontractor, reseller, agent or any other entity engaged to perform any portion of the Services does not release, share or otherwise divulge CMHC Information to any other entity including subsidiaries, branch offices, partners of the Contractor or subcontractors without the prior written consent of CMHC.

Where disclosure of CMHC Information is required pursuant to a lawful requirement or for the purposes of complying with a subpoena or warrant lawfully issued or lawfully made by a court, or other competent authority, the Contractor shall notify CMHC promptly after discovering the potential of disclosure of the CMHC Information so that CMHC has the opportunity to seek a protective order or other appropriate remedy.

The Contractor also agrees that in the event that disclosure of CMHC Information is required by a valid and applicable law, it shall, in co-operation with CMHC, take all reasonable steps to prevent access to CMHC Information including but not limited to taking appropriate legal action against disclosure, providing information and other assistance in order for CMHC to take appropriate legal action against disclosure and ensuring that disclosure is strictly limited to the information lawfully requested.

4.3 Contractor's Indemnification

The Contractor agrees to indemnify, defend and hold harmless CMHC, its officers, employees and agents, for all loss, damages, costs, expenses, claims, demands, actions, suits or other proceedings of every nature and kind, including legal fees, arising from or in consequence of an act or omission of the Contractor related to the performance of the Services. To the extent that CMHC's actions contribute to the loss or damages, CMHC shall be responsible for its proportionate share of the liability. The indemnification applies whether the actions, suits or proceedings are brought in the name of CMHC or in the name of the Contractor. 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.

CMHC shall have the right to assume control of its own defence at any time, provided that it assumes the costs of its defence.

4.4. Independent Contractor

It is understood by the Parties that the Contractor shall act as an independent contractor for the purposes of the Agreement. It and its employees, officers, agents and contractors are not engaged as employees of CMHC. The Contractor agrees to so advise its employees, officers, agents and contractors.

Without limiting the generality of the foregoing, the Contractor shall retain complete control of and accountability for its employees, agents and contractors.

The Contractor shall prepare and process the payroll for its employees directly, and shall withhold and/or pay all applicable employment taxes and statutory payroll deductions required in respect of its employees. All personnel employed by the Contractor at the beginning of the Term shall, at all times, and for all purposes, remain solely in the employment of the Contractor.

4.5. 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 any way.

4.6. Corporation Identification

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

4.7. Conflict of Interest

The Contractor and its principals, employees, agents and subcontractors shall avoid any real, potential or apparent conflict of interest during the Term and shall declare any real, potential or apparent conflict of interest to CMHC immediately upon becoming aware of the conflict. The Contractor shall, upon direction of CMHC, take steps to eliminate any conflict, potential conflict or perception that a conflict of interest exists.

The Contractor must not provide any services to any third party in circumstances that might reasonably give rise to a conflict of interest between the Contractor's duties to that third party and the Contractor's duties to CMHC.

In the event that a conflict of interest, real, potential or perceived, cannot be resolved to the satisfaction of CMHC, CMHC shall have the right to immediately terminate the Agreement. All work product that has 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.

Any public office holder or former public office holder must be in compliance with the provisions of the *Conflict of Interest Act* in order to derive a direct benefit from any Agreement which may arise from this request for proposal.

4.8. Insurance

a) Commercial General Liability Insurance

The Contractor will provide and maintain Commercial General Liability insurance with an insurer licensed to do business in Canada with a limit of not less than \$5,000,000 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
- 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) Technology Errors & Omissions Liability

The Contractor will provide and maintain Technology Errors & Omissions Liability including Network, Cyber, Data & Privacy Liability with an insurer licensed to do business in Canada with 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. The Contractor shall ensure that the policy is renewed continuously for a minimum period of 2 (two) years following the expiration or early termination of this Agreement.

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 Agreement..

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 this Agreement . Insurance is to include a third party extension for a limit of not less than \$250,000.

e) **Workers Compensation**

The Contractor shall abide by the rules and regulations pursuant to the workmen's compensation laws of the province where the work is performed and shall ensure permitted subcontractors abide by same.

f) **Broad Form Contractor's Equipment Insurance**

The Contractor will provide and maintain Contractor's Equipment Insurance with an insurer licensed to do business in Canada covering all equipment owned or rented by the Contractor and its servants, agents or employees used for the performance of the work against all risks of loss or damage in an amount not less than the value of the equipment.

g) **Other conditions**

1. If there are material changes in the scope of Services provided under this Agreement, CMHC may, request changes to the minimum insurance coverages set out above. All insurance policies required to be maintained by Contractor pursuant to this insurance Article shall be primary with respect to this Agreement and any valid and collectible insurance of CMHC shall be excess of Contractor's insurance and shall not contribute to it.
2. All Certificates of Insurance shall mention that insurers will provide CMHC with at least thirty (30) days' written notice prior to cancellation of any insurance referred to under this Article 4.8. In addition the Contractor shall provide written notice to CMHC forthwith upon learning that an insurer described in this insurance Article intends to cancel, or intends to make or has made a material change to, any insurance referred to in this insurance Article. A Certificate of Insurance meeting the above requirements shall be delivered to CMHC upon execution of this Agreement and for the Renewal Term thereafter.

3. Without in any way restricting CMHC's direction to grant or withhold its consent to a request to subcontract pursuant to this Agreement, the Contractor agrees that it shall contractually obligate any subcontractor or independent contractor retained in connection with this Agreement to maintain insurance against such risks and in such amounts that having regard to such subcontractor's or independent contractor's involvement in the provision of the Services could reasonably be expected to be carried by Persons acting prudently and in a similar business to that of such subcontractor or independent contractor.
4. 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 Agreement. All insurance policies shall be provided and maintained by the Contractor at its own expense.

4.9. No Limitation

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

4.10. Non-Compliance

If the Contractor fails to comply with a direction or decision of CMHC properly given under the terms of the Agreement, CMHC may take such actions and incur such costs that are reasonably required to implement its direction including, without limitation, the engagement of another contractor and withholding of payment due to the Contractor for Services rendered, which moneys may be set off by CMHC against any expenses that it may incur in remedying a default or failures as described above.

4.11. Force Majeure

In the event that a Party is prevented from fulfilling its obligations under the terms of the Agreement by a force majeure or act of God (an event or effect that cannot be reasonably anticipated or controlled), the impacted Party shall notify the other Party in writing as soon as reasonably possible. The written notice shall be sent by registered mail and shall outline the circumstances that constitute a force majeure or an act of God, which may include, but are not limited to, war, serious public disturbances, impediments arising from orders or prohibitions of public authority, actions of public enemies, strikes, lockouts and other labour disputes, riots, flooding, hurricane, fire, explosion or any other natural disasters over which the Party has no reasonable control.

Where CMHC concludes, in its sole discretion, that the Contractor will not be able to fulfill its obligations under the Agreement, CMHC may secure the services of other qualified Contractors to perform the Services without further compensation or obligation to the Contractor.

4.12. Non-Waiver

Failure by either party to assert any of its rights under the Agreement shall not be construed as a waiver thereof.

4.13. Laws Governing Agreement

This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia and the laws of Canada as applicable. The parties attorn to the jurisdiction of the Federal Court or the courts of the Province of British Columbia as appropriate in the circumstances.

The Contractor shall give all notices and obtain all licenses, permits and authorizations required to perform the Services. The Contractor shall comply with all the laws applicable to the services or the performance of the Agreement.

4.14. Official Languages

The Contractor acknowledges and understands that CMHC is governed by the *Official Languages Act* and follows related Treasury Board policies. The Contractor agrees to cooperate with CMHC to take any measures necessary to ensure compliance with the *Act*. The Contractor further understands and agrees to ensure that services provided to and communications with CMHC employees are available in the official language that predominates in the office in which they work.

4.15. Access to CMHC Property

The Agreement does not provide automatic access to CMHC premises. Where specified in the Agreement 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 for operational reasons. CMHC also will have the right at any time to remove from and/or refuse entry to its premises any incompetent or intemperate employee, or any employee who violates CMHC Safety and/or Security regulations or interferes with CMHC operations at the site.

4.16. Suspension of Services and Changes in Specifications

CMHC may, at any time and from time to time, order a suspension of the Services 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 results in an increase or decrease in the cost of the Services, the amount in Article 3.1 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.

4.17. Extras

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

4.18. Assignment of the Agreement

The Agreement shall not be assigned in whole or in part by the Contractor without the prior written consent of CMHC, which may be withheld for any reason.

It is understood and agreed that the Contractor may engage other entities to assist with the Contractor in providing of the Services, provided that the Contractor shall at all times retain full responsibility for the provision and quality of the Services and acts in a manner which fully recognizes and respects the confidential nature of the Services. No purported assignment of the Agreement shall relieve the Contractor from any obligation under the Agreement or impose any liability upon CMHC.

4.19. Closure of CMHC Offices or Suspension of Operations

Where CMHC premises become inaccessible due to evacuation or closure because of events or circumstances beyond the control of CMHC, where the health or safety of persons on the premises may be reasonably determined by CMHC, in its sole judgment, to be at risk, or where CMHC operations are suspended, payment to the Contractor may be suspended or modified. Where 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, CMHC may continue payment in full, or at a reduced amount, or suspend payment completely.

4.20. Severability

If any part of the Agreement is determined to be unenforceable by a competent authority, it may be severed from the Agreement so as to preserve the intentions of the Parties to the extent possible.

4.21. Scope of Agreement

This Agreement contains all of the agreements of the Parties 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 and signed by both Parties. In case of conflicts between the Contractor's documents and CMHC's documents, the latter shall govern.

4.22. Binding

This Agreement shall be binding upon the Parties, their heirs, executors, administrators, successors and assigns.

Article 5.0 - Agreement Administration

5.1 Contract Administrator

Each Party shall assign a contract administrator that will be responsible for overseeing the Agreement. The individuals named in Article 5.2 are the initial agreement administrators.

The Parties shall notify the other in writing in the event that the contract administrator is changed. CMHC will notify the Contractor in writing of the names of any CMHC representatives who are authorized to assign jobs and approve payments with respect to the work carried out under this Agreement.

5.2 Notices

All invoices and notices issued under the Agreement shall be in writing and shall be forwarded via mail, courier or e-mail:

To CMHC:

- a. To the address listed on page one of this Agreement
- b. ap@granvilleisland.com
- c. Mark Hsu at mhsu@cmhc.ca

To Contractor:

- a. Name, Address, and Email

Article 6.0 - Documents comprising the Agreement

6.1 The documents which comprise the entire agreement between the Parties with respect to this matter consist of the following:

- (a) This form of Agreement as executed _____ ;
- (b) Schedule "A" – The Statement of Work
- (c) Schedule "B" – Contractor's Rates
- (d) CMHC's Request for Proposal dated October 29, 2018;
- (e) 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 documents comprising the Agreement are complementary and what is called for in any one shall be binding as if called for by all. The Agreement documents shall be interpreted as a whole and the intent of the whole shall govern. In the event of a conflict between them, the Agreement documents shall have precedence among themselves in the order as listed above.<

IN WITNESS WHEREOF this Agreement has been executed by duly authorized officers of the Parties as follows:

THE CONTRACTOR

**CANADA MORTGAGE AND
HOUSING CORPORATION**

(Signature)

(Signature)

(Name and Title)

(Name and Title)

(Date)

(Date)

SCHEDULE "A"

TERMS OF REFERENCE AND STATEMENT OF WORK

This Schedule will be completed upon contract negotiations with the Lead Proponent.

SCHEDULE "B"

CONTRACTOR'S RATES

This Schedule will be completed upon contract negotiations with the Lead Proponent.

7 SECTION 7 APPENDICES

APPENDIX A

MANDATORY

7.1 Certificate of Submission

Company Name

Procurement Business Number (PBN)

Hereby:

- I. agrees and understands that submission of a proposal constitutes acknowledgement that the proponent has read and, unless otherwise stated in the proponent's proposal, agrees to be bound by the terms and conditions in the draft Agreement in the event that the proponent is selected by CMHC to enter into a contract;
- II. agrees to comply with all of the draft Agreement MANDATORY clauses in an unaltered form as stated;
- III. 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;
- IV. offers the terms as set out in this proposal, including any pricing proposal for a period of time as specified in section 2 of the RFP;
- V. 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;
- VI. represents and warrants that in submitting the proposal or performing the Agreement, there is no actual or perceived conflict of interest;
- VII. 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;
- VIII. certifies that this proposal was independently arrived at, without collusion;
- IX. 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 Agreement or favourable treatment under an Agreement;
- X. authorizes CMHC to conduct such investigation as it deems appropriate to verify the contents of the proposal;
- XI. 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;
- XII. (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).
- XIII. agrees that, in the event of acceptance of this proposal, it will enter Agreement negotiations in accordance with the RFP, and upon entry into an Agreement with CMHC, it will commit to providing the full scope of services identified in the Agreement.
- XIV. 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.
- XV. 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 _____, 2018 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.

Signature of Witness

APPENDIX B

7.2 Evaluation Table

EVALUATION CRITERIA	A	B	C	D
	WEIGHT 100 Total	POINTS 1 to 5	UPSET SCORE	SCORE AxB
<p>Proponent's Qualifications (Section 4.4) The proponent's proposal shall include information about the proponent's qualifications as follows:</p>	25		75	
<p>a) A description of the firm, its organizational structure as it relates to the performance and delivery of the Services, number of full-time employees and scope of services offered. Include a description of any primary recurring sub-contractor(s) and which portions of the project they will be responsible for.</p> <p>b) Résumés for supervisory and managing personnel who would be servicing the Agreement, including subcontractors, if any.</p> <p>c) References: A minimum of three contracts of a similar size and scope, in a commercial or public sector setting, which the proponent currently holds or has held over the past five (5) years. For each contract, the following information must be provided: company name and address; contact person name, email, and phone number and a brief description of the services provided (including location of site and quantity of parking stalls, roadways, etc. that the proponent was responsible for). CMHC may approach any such contact person for information relating to the quality of work provided by the proponent. Should CMHC determine, at its sole discretion, any information in the provided references to be false or inaccurate, or if the contact provided in the reference provides negative feedback regarding the proponent and its conduct on projects, the proponent will be disqualified from the evaluation process. Contracts named in References must be relevant to the Statement of Work. Please do <u>not</u> list CMHC Granville Island as a reference if applicable.</p>				

EVALUATION CRITERIA	A	B	C	D
	WEIGHT 100 Total	POINTS 1 to 5	UPSET SCORE	SCORE AxB
<p>Response to Statement of Work (Section 4.5) In this section, the proponent must provide a detailed description of general services provided as per Section 3 and Appendix D, the Statement of Work. Should additional value-added services be offered, these should be included as a separate section. The items to be addressed in this section include, but are not limited to:</p>	40		120	

<ul style="list-style-type: none"> • Pay Stations: The proponent shall propose a Pay Station (the “Stations”) System for Granville Island, providing the Station quantities and locations, including the rationale for the layout and how placement will minimize disruption to the existing areas and provide adequate coverage to the Property. The proponent’s proposal will provide the type of Station, including the model number and specifications. Proponents may propose no more than three (3) Layouts, however they must be clearly separated (for example: Alternative Layout Proposal (#1)) and it should explicitly state any differences including benefits and drawbacks from the other proposed layouts. Please refer to Appendix G for a map of Granville Island. • Software: Propose operating systems and backend systems for management of the pay stations, enforcement equipment, infraction notice system, and payment systems. Explain how the systems will be organized to provide real-time reporting and accountability to CMHC. • Hardware: Propose parking enforcement equipment appropriate for the regular patrol of Granville Island, keeping in mind traffic patterns and the nature of the Property as a pedestrian friendly environment. • Maintenance: Provide preventative maintenance procedures to ensure equipment and systems are consistently functional and clean. • Collection Services: Propose electronic and mobile payment systems and include security features. Provide procedures around remittance of all collected funds to CMHC. If cash is accepted at pay stations, provide procedures for regular collection. Provide a proposal on how to manage the Monthly Tenant/Business Parking Passes Program. 				
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<ul style="list-style-type: none"> • Enforcement: Propose enforcement system appropriate for the on-going patrol of Granville Island during the period pay parking is in effect. ▪ <u>Tour Bus Policy</u> The proponent should outline the number of staff to be committed to its enforcement and how they will manage and enforce the Tour Bus Policy, attached to this RFP as Appending F. ▪ <u>Staffing Levels</u> The Proponent will clearly describe how customer service standards will be maintained. Seasonal variations must be clearly defined in staffing levels and periods. • Infraction Notice Payment and Dispute: Provide infraction notice resolution and payment system and procedures. Must include ability to dispute or pay infractions online <u>and</u> by telephone. The proponent shall be responsible for the collection of all current and outstanding infraction notices. Provide a system where infraction notice information will be easily accessible to designated CMHC representatives. • Moorage: Propose a separate moorage solution to track and collect moorage fees and enforcement of moorage regulations along the Public Market docks. Proponents should submit a separate pricing proposal for moorage services including all applicable costs for enforcement, pay stations, payment methods, etc. • Reporting and Data Sharing: Provide examples of reports and remittance statements as outlined in the Statement of Work. The Proponent will propose a data sharing model as detailed in the Statement of Work and will provide examples of how the information will be presented to CMHC. 				
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<p>Project Management Plan (Section 4.6) The Proponent will propose a transition plan to manage the expansion of pay parking throughout Granville Island, including implementation of new pay stations and proposed enforcement methods. Pay stations and payment methods, under the Granville Island Parking Management Strategy, must be effective on later than June 1, 2019.</p> <p>The proponent shall describe its management plan in regards to managing Service Levels, Staffing Levels, and Response Times to Granville Island including:</p>	<p>20</p>		<p>60</p>	
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<p>(a) Project Management Approach. The proponent shall describe its management approach and the organizational structure, including how the proponent will organize staff and sub-contractors.</p> <p>(b) Quality Control. The proponent shall describe its approach to quality control including:</p> <ul style="list-style-type: none"> • Response mechanisms in the case of errors, omissions, deficiencies, delays, etc. • Propose methodologies to minimize downtime in pay stations and payment systems. Provide procedures to repair or replace pay stations that are damaged, vandalized, or non-functional, including minimum response times in case of equipment failure. • Scheduling of staff working on the Property (including quantity of staff, description of roles, and estimated quantity of hours, etc.) and how staffing levels will be maintained • Quality of Customer Service and how levels will be maintained by onsite staff and customer service representatives <p>(c) Communication with CMHC. The proponent shall describe how it will manage and report issues, complaints, and solutions; include details of written, oral, and electronic reporting methods.</p> <ul style="list-style-type: none"> • How customer issues will be recorded and communicated to CMHC for review • How complaints and issues from tour bus operators will be recorded and communicated to CMHC for review • How pay station downtimes and issues will be recorded and communicated to CMHC for review <p>(d) Response times and Interface with CMHC: describe where additional personnel are based and how they would be able to respond in a timely manner to deficiencies and safety issues.</p>				
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<ul style="list-style-type: none"> • Include interface mechanisms with CMHC (how would CMHC staff reach the proponent in an emergency) • Include a maximum response time required for personnel to be on Granville Island after a call from CMHC regarding deficiencies in the Services. 				
Total Technical Score (Criteria #1, #2, #3 and #4)				
Meets Upset Score	Yes / No			
Pricing Proposal (Section 4.9) In this Section, the proponent must provide a response relative to the pricing of its proposed solution.	15		N/A	
Pricing is scored based on a formula where the lowest price obtains the highest score (5 out of 5) and all prices are then pro-rated.				
TOTALS	100			

APPENDIX C

7.3 Mandatory Compliance Checklist

- | | | |
|--------------------------|----------------------------------|---------------|
| <input type="checkbox"/> | Submission Deadline | Section 2.3.1 |
| <input type="checkbox"/> | Address for Delivery | Section 2.3.2 |
| <input type="checkbox"/> | Offering Period | Section 2.7 |
| <input type="checkbox"/> | Proponents' Mandatory Site Visit | Section 2.22 |
| <input type="checkbox"/> | Proponent's Qualifications | Section 4.4 |
| <input type="checkbox"/> | Response to Statement of Work | Section 4.5 |
| <input type="checkbox"/> | Project Management Plan | Section 4.6 |
| <input type="checkbox"/> | Financial Information | Section 4.7 |
| <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

7.4 Detailed Statement of Work

1. Pay Stations, Software and Maintenance

The proponent will supply and install, industry standard, Pay Stations in existing locations and proposed new locations. The Pay Stations will be installed and operational by June 1, 2019 and include the following capabilities:

- Accept Visa and Master Card payments (PIN and Chip and contactless payment);
- Capability to process payment from mobile and web based applications
- Operating software (provided, installed, and maintained by the proponent);
- Ability to purchase parking time in increments (i.e. by minute, hourly);
- Ability to change parking rate depending on date and or time of day;
- Provide a simple and user friendly design to enhance the End User experience;
- All display instructions will comply with Canada's Official Languages Act;
- Built in security features to reduce theft and vandalism;
- Electronic components must be sealed and protected from the elements; units must be suitable for outdoor, cold weather environment with high humidity;
- 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 that shows occupancy in real time. It also needs to show historic data of occupancy by time of day and duration of vehicle stay;
- Compliance with Payment Card Industry Data Security Standard (PCI DSS)
- 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;
- Customers paying at Pay Stations must have the option to receive printed paper receipt at time of purchase from the Pay Station

The proponent is responsible for upgrading the Stations throughout the Term of the Agreement to accept new developments in electronic payment methods.

The ongoing maintenance of the Pay Stations is the sole responsibility of the proponent and will be addressed and corrected in an appropriate timely manner. The proponent will propose mandatory response times to repair or replace malfunctioning Pay Stations as part of the proposal; a guaranteed maximum downtime for Pay Stations must be included. For each day a Pay Station is non-functional, beyond the maximum down time, the proponent will compensate CMHC an amount based on the average daily revenue of the Pay Station as outlined in the previous month's report. The proponent will propose preventative maintenance and cleaning programs and stipulate minimum response times in case of equipment failure. All costs incurred through maintenance of the Pay Stations are the proponent's responsibility.

The current Pay Stations on Granville Island accept coin payments. This is no longer a mandatory requirement; however, should the proposed Pay Stations not permit coin as a method of payment, the proponent will outline the process (and costs) by which it could be reinstated.

1.1 Payment Methodology

Pay Stations must be able to recognize time periods in which pay parking is effect and periods when it is not. Pay Parking will be in effect from 11:00 am to 6:00 pm daily. End Users must have the ability to enter payment for a length of stay that includes both free and pay periods. Possible solutions include:

- Enter parking end time / number of minutes of parking time desired
- Mobile application with parking timers
- Mobile notifications to customers regarding pay periods, with opportunity to purchase additional parking time
- The proponent will provide Pay Stations that regulate parking under the pay-by-plate system or other method as described by the proponent. The proponent will clearly explain the benefits of their chosen methodology.

1.2 Tour Bus Parking

Pay Stations with the capability of allowing tour bus operators to pay for bus parking and permits, under a pay-by-plate system, will be required as per the Granville Island Tour Bus Policy, attached to the RFP as Appendix F. The Pay Stations must allow for 2-4 weeks advanced purchasing.

1.3 Expansion of Pay Station Coverage

Granville Island currently has thirteen (13) Pay Stations servicing approximately 40% of the public parking stalls. To extend pay parking to the remaining public parking stalls, it is estimated another nine (9) to twelve (12) Pay Stations will be required. The proponent may propose a different quantity of Pay Stations along with a rationale based on industry norms. Proponent's responses must identify suitable locations for the new Pay Stations, detailing how the Pay Stations will operate and their impact the surrounding area.

As the expansion of Pay Station coverage is new, proponents should detail how the new Pay Stations may be added, relocated, or removed in response to demand/usage patterns, and how this may impact the proponent's pricing proposal.

The proponent will be responsible for working with CMHC to determine appropriate locations for the new Pay Stations.

See Appendix G for a map of the Granville Island Site.

2. Collection Services

2.1 Revenue

All collections revenues will be remitted to CMHC Granville Island by cheque no later than the third week of the following month. Any costs to be deducted from revenues, such as credit card processing fees, bank fees, cash handling fees, administrative fees, etc. must be clearly outlined in the proposal. CMHC will not accept revenue sharing agreements at this time.

The proponent is not permitted to provide any collection services not-specified in the Services without the express written consent of the designated representative of CMHC.

2.2 Credit Card Collection Services

The proponent will provide payment processing services for credit card transactions for all parking fees and other amounts collected under the Services whether collected at Pay Stations, online, or via mobile applications.

The proponent will include in their proposals provisions for payment via popular mobile applications and how these will be integrated into the parking management system.

2.3 Cash Collection Services

If the Pay Stations are equipped to accept cash, the proponent will provide cash collection services. The schedule for cash collection services will be set by CMHC and will include collection once per day, five (5) days a week within a seven (7) day period inclusive of services on weekends.

A report must be submitted identifying the cash collected per Pay Station and the date of collection. The report should be accompanied with the printed receipts retrieved from the Pay Station.

2.4 Infraction Notice Collection Services

The proponent will provide Infraction Notice payment services, online, in person, and by telephone. The proponent will not include any per-infraction fees or charges in their pricing proposal.

2.5 Monthly Tenant/Business Parking Pass

CMHC currently sells up to 300 monthly parking passes exclusively to tenants and Granville Island Businesses. The proponent must outline their management plan to administer the Monthly Tenant/Business Parking Pass program, including administration, payment collection, and enforcement. Monthly passes are restricted to Building 35, the Old Bridge Parkade, and Lot 73 (outdoor lot on Cartwright Street); please refer to the Granville Island Map (Appendix G).

Data and information regarding the Monthly Tenant/Business Parking Pass program must be available at all times to CMHC representatives.

Note that CMHC reserves the right to modify or cancel the Monthly Tenant/Business Parking Pass program at any time.

3. Onsite Enforcement

The proponent will employ personnel and provide equipment to adequately undertake the onsite patrol, enforcement and traffic management responsibilities throughout the 15.2 hectare 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. The Proponent will ensure hiring practices meet the highest standard for equity and diversity and will maintain all related employment records for all personnel.

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 (“Officer”) will have professional uniforms that clearly identify the wearer as an Officer. Onsite Officers should:

- Be polite and courteous to the public and parking patrons with a customer-service oriented approach. The visitor experience is paramount.
- Be competent and skilled in the performance of the work assigned
- Pass a criminal record background check
- Be trained to appropriately handle and diffuse confrontational situations;
- Wear complete uniform at all times while working.
- Have a professional demeanour

Enforcement will take place seven days a week between 11:00 am to 6:00 pm at a minimum, including holidays with the exception of Christmas Day (December 25) and New Year’s Day (January 1).

Enforcement and patrolling will occur at a frequency necessary to ensure consistent enforcement of the entire site. CMHC believes in customer service and expects Officers to treat the public, tenants, and CMHC Staff in a courteous, helpful and professional manner. At the request of CMHC, the proponent will provide additional onsite staff during periods of need. CMHC may require staff trained in Traffic Management (TCP) during peak periods.

The proponent will propose solutions, including details on number/hours of staff, number and type of equipment, and how systems will be implemented, for the enforcement and patrol of the Property in the following areas:

The proponents must submit three (3) separate proposals, one for each of the enforcement categories (Parking, Tour Bus, and Moorage). CMHC may, at its sole discretion, alter or eliminate the requirements for Tour Bus and or Moorage Enforcement).

3.1 Parking Enforcement

Enforcement Officers will regularly patrol approximately 1,300 stalls and enforce CMHC parking and traffic policies including, but not limited to, the following:

- Paid parking stalls (approximately 1,250)
- Reserved parking stalls
- Loading zones
- Taxi zone
- Car share stalls (i.e. Car2Go, Evo)
- Electric vehicle charging stalls

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

3.2 Tour Bus Enforcement (Optional)

Officers will patrol and enforce the two (2) hour Tour Bus loading zones, which include seasonal changes as per the Granville Island Tour Bus Policy, attached to the RFP as Appendix F. The Tour Bus Zones are defined as follows:

- Tour bus zone on Johnston Street in front of the Arts + Innovation Hub
- Tour bus zone on Cartwright Street (Lot 73)

Proponents must include onsite Tour Bus Enforcement in their proposal, inclusive of pricing, with the understanding that CMHC may exclude the services from any resulting agreement.

3.3 Tour Bus Permits

From **May 1 – September 30** before 6:00 PM, all tour buses 16 ft. and longer are required to purchase a Tour Bus Day Permit in order to perform pick-up and drop-off operations in the designated Tour Bus Zones. Ideally, tour bus companies should be able to buy permits 2-4 weeks in advance according to the vehicle's license plate. The proponent will include a method for buses to purchase Day Permits.

The seasonal use of the Tour Bus Zones includes:

Johnston Street Zone

- From **May 1 to September 30** before 6PM: restricted to 15 minute drop-off only
- From **May 1 to September 30** after 6PM restricted to 15 minute drop-off and pick-up
- **October 1 to April 1** at all times: restricted to 15 minute drop-off and pick-up

Cartwright Street (Lot 73)

- From **May 1 to September 30** before 6PM: restricted to 20 minute pick-up only
- From **May 1 to September 30** after 6PM restricted to bus pay parking (6 large coaches) at a different rate than regular vehicle pay parking
- **October 1 to April 1** at all times: restricted to bus pay parking (6 large coaches) at a different rate than regular vehicle pay parking

Historically, additional Enforcement Officers were required at the Tour Bus zones from May 1 to September 30 only.

The proponent will include a method for tracking the quantity of buses visiting each day from May 1 to September 30 and periodically from October 1 to April 30. From May 1 to September 30, Officers will record the names of any non-compliant tour bus companies in a weekly report and send to CMHC.

3.4 Moorage

The Proponent will manage the docks located north of the Public Market to monitor and enforce the following boat moorage regulations:

- Free moorage limited to three (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 docks
- Violators will be removed at the vessel owner's expense.

The Proponent will provide a proposal to enforce moorage policy, collect moorage fees from the docks and manage the moorage system. Currently, moorage bookings can be made several months in advance with the most requests made for the period during the Celebration of Light. Proposals must include a mechanism to issue infraction notices, recording of vessel information, and collection of moorage fees.

See Appendix H for a map locating the docks to be monitored.

4. Fines and Disputes

The proponent will supply enforcement staff (“Officers”) with portable enforcement equipment (“Enforcement Devices”) capable of inputting real time vehicle information, dates, times, infractions, and photos.

The Enforcement Devices will also dispense Infraction Notices and have the ability to interface in real time with a web-based Infraction Notice software database, allowing Officers and CMHC staff to upload and transmit parking infraction information. The web-based software database will be provided, maintained and updated 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
- Expired parking pass
- Overtime in loading zone
- Vehicles parked obstructing sidewalks or walkways
- Vehicles parked near fire hydrants, driveways, stop signs, intersections, fire lanes 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 Officers will not directly or indirectly give preferential treatment to any person or entity in the performance of enforcement duties.

Officers will determine and arrange when a vehicle is to be towed in accordance with criteria provided by CMHC. The proponent will propose qualified towing suppliers best suited to service the Property and obtain CMHC’s written pre-approval of the supplier. CMHC reserves the right to modify this criteria at any time and on a case by case basis.

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 issuing Officer
- Quantity of vehicles towed and impounded

- Dates and times
- Missing or damaged street signs (including type of sign and location)

Authorized CMHC personnel will have access to the proponent's web-based software. The proponent will outline its infraction dispute mechanisms.

5. Reporting and Data Sharing

5.1 Monthly Report

The proponent will prepare a monthly report and send to designated CMHC Staff no later than the third week of the following month. The report will include:

- Summary of all revenue for the previous month; including by type of transaction (Visa, Mastercard, debit, mobile app, etc.)
- Comparison of the monthly revenue with YTD revenue and previous year's revenue
- Summary of revenue by meter location
- Separate tour bus revenues and enforcement revenues
- Separate costs for tour bus enforcement
- Summary of activities detailing total work hours
- Infraction Notice activity, including the quantity of notices by infraction type, by street/location, and a listing of voided notices with an explanation
- Infraction Notice payments, appeals and resolutions
- Detailed list of all on-street complaints to Officers, 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 Officers

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

A monthly remittance statement is required from the proponent detailing all revenues, including transient revenue, tour bus revenue, enforcement revenue, Monthly Tenant/Business Parking pass revenue, and moorage revenue. All fees must also be clearly stated, including but not limited to credit card fees, transaction fees, licence plate search fee, and the Parking Management Services fee. GST and Parking taxes must also be separated in the remittance statement.

5.2 Data sharing

To assist CMHC to better understand how visitors use parking on the Property, a critical component of the Services will involve the proponent sharing parking data with CMHC. The proponent will be expected to provide designated CMHC staff access to all real-time parking data collected and outline a system for doing so in the submitted proposal. Minimum requirements for data sharing are:

- Parking usage by Station and aggregate
- Information on occupancy and duration of stay
- Revenue generated by Station and aggregate
- All information provided is to be current
- All information to be collected and submitted to CMHC as reports outlining changes in usage, and turnover rates
- The proponent may propose additional reporting and data collection methodologies that would benefit parking management on Granville Island

6. Other

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 locations (i.e. around the “crane”)
- Making recommendations based on observations

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

CMHC will provide workstation space (“Office”) for onsite enforcement staff for storage of supplies, breaks and completing reports. It is the proponent’s responsibility to provide equipment and connectivity for their staff in the Office if necessary. The proponent is not permitted to remove any existing fixtures or equipment from the Office; alterations to the Office must first be approved in writing by CMHC. The Office is not to be utilized for activity unrelated to the provision of the Services as it is CMHC’s intent for 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 communication devices will remain the property of CMHC at all times.

The proponent will provide onsite 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.

The proponent is responsible to provide Officers with professional uniforms. Proposals must include images of proposed uniforms.

The proponent is responsible to ensure all equipment, tools, devices, and IT systems are mutually compatible, operational, reliable, and integrated as a parking management system for Granville Island.

CMHC retains the right to:

- Establish, modify, add and/or delete enforcement areas
- Change enforcement hours
- Change hours and dates of paid parking
- Change all aspects of the Parking Policy (including Tour bus Policy) and traffic policies o
- 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.

The requirements listed in the RFP are based on existing practices and policies. The proponent may propose suggestions or recommendations for other methods leading to improvements on existing conditions and/or allow for cost savings.

APPENDIX E

7.5 Parking Management Strategy

GRANVILLE ISLAND PARKING MANAGEMENT STRATEGY

Proposed Parking System

Granville Island's new parking system will include all public parking stalls on the Island. The changes include the following:

- Pay parking in effect **11 AM – 6 PM**.
- Free parking before **11 AM** and after **6 PM**.
- Winter season (*October 1 – April 30*) price of **\$2/hour**.
- Summer season (*May 1 – September 30*) price of **\$3/hour**.

Current Parking System

Currently, Granville Island's public parking is divided into different categories. Approximately 60% of the public parking stalls on Granville Island are free and 40% are pay.

The free parking is a mix of **1 hour free** and **3 hour free**.

Pay parking is in effect **7 AM – 7 PM** and it is priced at **\$3.50/hour all year**.

Why is parking changing?

INCREASE AVAILABILITY

- Granville Island has over 1,200 parking stalls, but during peak times it can be difficult to find a space. Changing the parking system will increase parking availability so that it's easier for drivers to find a stall. The new pay parking hours will encourage some people to shift their trips to the morning or evening, when the Island is less busy. For those who come between 11 AM – 6 PM, the target is 15% parking stall availability (about 160 stalls) so that drivers can find a stall at any time with minimal searching.

IMPROVE TRAFFIC FLOW

- The current mix of free and pay parking increases congestion because some drivers are willing to circle the Island, searching for a free parking stall. In the new system, every parking stall is the same.
- In the current parking system, if a driver parks in a free stall and then decides to stay longer than 1 or 3 hours, they have to move their car to a pay stall. In the new parking system, anyone can add parking time without moving their vehicle.

SIMPLICITY

- The current parking system is confusing. The new model is a single parking system that's more user-friendly and easier to understand.

COMPLETE DATA

- In the current system, there is complete parking data for the pay stalls but not the free stalls. To inform future decision-making, it's important to have complete data for all the stalls. This also enables real-time information sharing to communicate parking availability.

GRANVILLE ISLAND PARKING MANAGEMENT STRATEGY

Engagement

The Parking Management Strategy grew from the feedback gathered in 2016 during the development of the Granville Island 2040: Bridging Past & Future plan. Many people said that parking on Granville Island can be a frustrating experience and should be improved. We heard similar comments during the consultation for Granville Island's Transportation Strategy released in spring 2018. For the Parking Management project specifically, CMHC-Granville Island started consultation events in June.

To begin, we created two working groups: one with eight members of the public and one with ten Granville Island tenants. They have helped inform each step of the project's development.

For the public, we held two public engagement events on Granville Island and hosted an online survey for three weeks in the summer. We received over 800 responses.

For Granville Island's tenants, we've held numerous events. These include two large open house discussions, four small group workshops to develop a proposed parking strategy, and four small group information sessions.

Monitoring and Evaluation

To improve drivers' experience on Granville Island, we are targeting 15% parking availability (about 160 stalls) so that drivers can find a stall with minimal searching.

Currently, Granville Island's parking availability generally drops below 15% mid-day most days in July and August; many days in May, June, and September; and numerous weekends the rest of the year.

To evaluate the parking prices and hours, we will use the first and third Wednesdays and Saturdays of each month to monitor availability. For May 2020, we will re-evaluate the parking prices. If availability is higher than 40%, we will assess dropping the seasonal parking price. If availability is less than 15%, we will assess raising the seasonal parking price.

Implementation

The new parking system will be implemented in summer 2019.

To improve drivers' experience on Granville Island, we are targeting 15% parking availability (about 160 stalls) so that drivers can find a stall with minimal searching.

APPENDIX F

7.6 Tour Bus Policy

Rationale

As one of the city's top tourist attractions, Granville Island sees high numbers of tourists, especially in the summer. With tourism to Vancouver setting new records each year, the number of tour buses driving onto the Island has also grown. The increasing number of buses on the Island must be managed responsibly in order to limit the negative impact on Island operations and the overall experience for visitors. These impacts include increased traffic congestion as buses maneuver and park within the Island's constricted road network, as well as the cumulative impact of large numbers of buses on the Granville Island "people place" ambience.

To better manage tour bus traffic, Granville Island is creating a two-tiered Tour Bus Policy related to temporal and seasonal traffic changes.

Definitions

For the purpose of this policy, "tour bus" refers to any passenger vehicle that:

1. is being used for the purpose of bringing tour groups to Granville Island, and
2. does not fit into a standard parking stall (approximately 16ft long).

Enforcement

Enforcement of the tour bus policy will be conducted by Granville Island Parking Ambassadors. Parking ambassadors will determine whether a tour bus has a valid permit by checking the license plate of the tour bus. Any person driving a tour bus onto Granville Island without a permit will be asked to leave the Island immediately and will be provided map of where to drop-off and pick-up on the Island as well as an information pamphlet on how to obtain a tour bus permit prior to returning in the future.

Contacts

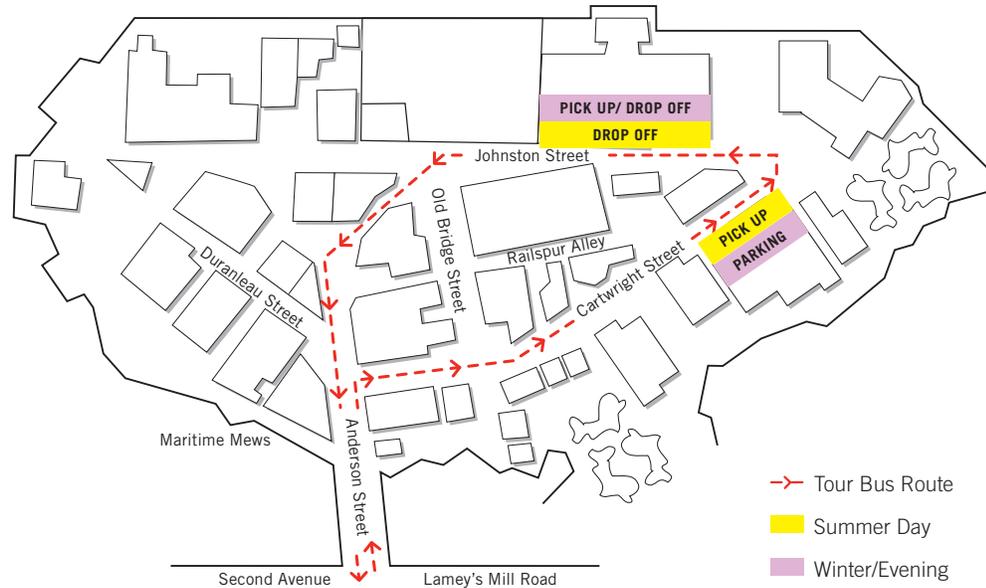
For any questions regarding this policy,
please contact:

BETHANY DOBSON, *Planning & Development*
bdobson@cmhc.ca, 604 666 8793

For any questions regarding usage/enforcement of the designated areas,
please contact:

KYLE ROBERTSON, *Operations*
kroberts@cmhc-schl.gc.ca, 604-666-8797

Tour Bus Policy



Summer Day

This year, the Granville Island Tour Bus Policy will come into effect Monday June 4, 2018

1. The Summer Day Policy is in effect June 4 – September 30, 2018 daily, before 6 PM.
2. Any tour bus entering onto Granville Island must have a valid Granville Island tour bus day permit.
3. Conditions of tour bus permit:
 - All tour bus operators must drop off passengers in the designated 10 minute drop-off area only.
 - All tour bus operators must pick up passengers in the designated 15 minute pick-up area only.
 - Tour buses are not permitted drop-off or pick-up “anywhere” the bus operator deems appropriate.
 - Tour bus operators are responsible to communicate to their passengers the location and time for pick-up.
 - Tour bus operators are to stay with their bus at all times.
 - Tour buses are not permitted to park on the Island.
4. Tour bus day permit costs:
 - 24 seats and under: \$10/day
 - 25 seats and over: \$20/day
5. Permit administration: Tour bus permits can be purchased online using the Honk Mobile app with Zone ID **2545B** or online at: <http://honkmobile.com/hourly/zones/2545b>.

Each permit will be registered to a vehicle’s license plate.

Winter/Evening

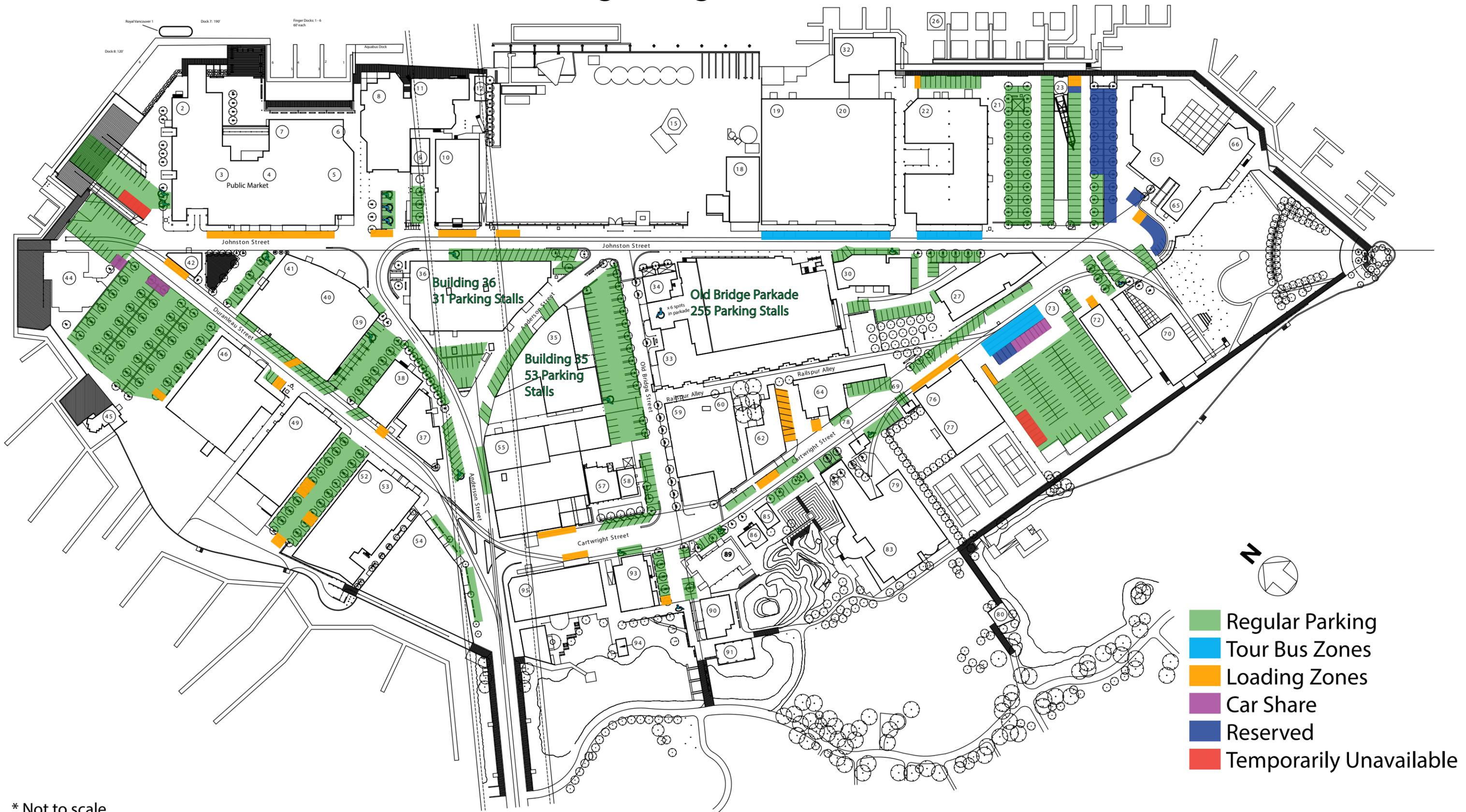
1. The Winter/Evening Policy is in effect:
 - June 4 – September 30, 2018 after 6 PM
 - October 1 – April 30, 2018 all times
2. Tour buses entering onto Granville Island are not required to buy a day permit.
3. Conditions:
 - All tour bus operators must drop off and pick up passengers in the 15 pick-up/drop-off area only.
 - Tour buses are not permitted drop-off or pick-up “anywhere” the bus operator deems appropriate.
 - Tour bus operators are responsible to communicate to their passengers the location and time for pick-up.
 - Tour buses are permitted to park on the Island only at the parking location as indicated on the map on this page. If this parking area is full, buses must leave the Island.
4. Tour bus parking costs:
 - \$10/hour.
5. Permit administration: Tour bus parking can be purchased online using the Honk Mobile app with Zone ID **2545B** or from a kiosk adjacent the bus parking area. Payment is registered to a vehicle’s license plate.

APPENDIX G

7.7 Map of Granville Island

Granville Island Map

Parking Management Services

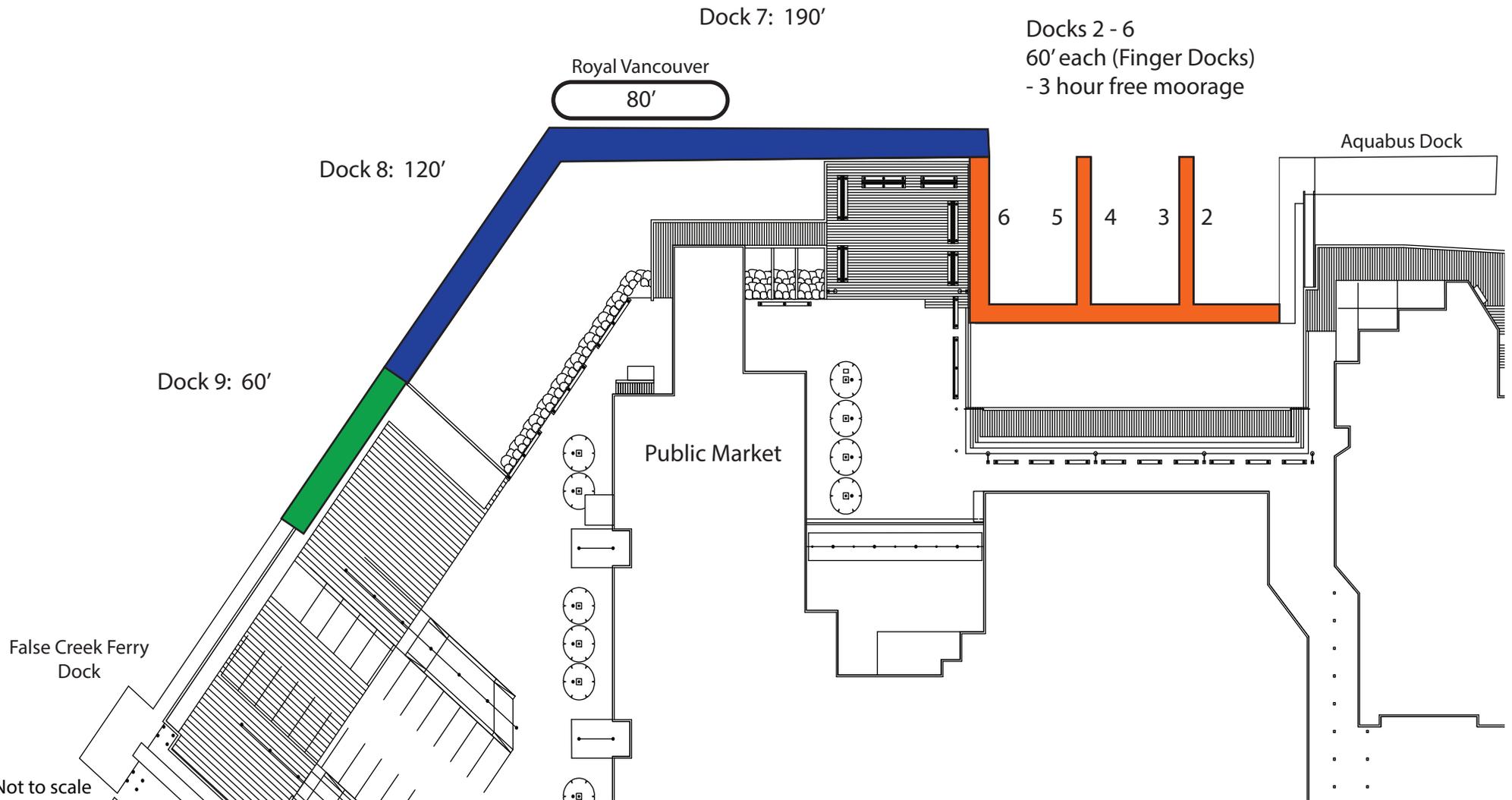


* Not to scale
 * For general reference only; proponent to verify accuracy of information
 * CMHC reserves the right to modify parking locations and policies at any time

APPENDIX H

7.8 Map of Public Market Docks

Granville Island Public Market Docks



* Not to scale
* For general reference only; proponent to verify accuracy of information
* CMHC reserves the right to modify moorage locations and policies at any time