

Request for Information (RFI)

Lockage and Mooring Self-Serve Payment Options
for the Trent-Severn Waterway

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PART I: DESCRIPTION

Introduction

The Trent-Severn Waterway National Historic Site (TSW) is a historic canal operated by Parks Canada (PCA), an agency of Environment and Climate Change Canada. It is part of a large family of national parks and national historic sites located across the country. The historic canals are popular waterways that cater to recreational boaters, including canoeists and kayakers, as well as land-based visitors. Parks Canada charges [lockage and mooring fees](#) to boaters for the use of the TSW.



Self-Serve Payment Options

PCA wants to explore the possibility of allowing boaters to use “self-serve payment options” that will allow boaters to pay their lockage and mooring fees on their own, in advance of their arrival at a TSW lock station. The goal in doing so would be to minimize the amount of staff time required to collect those user fees. Reducing the amount of time and effort required for fee collection should also result in shorter transit times for boaters at TSW lock stations.

Current Situation

Lockage and mooring fees are currently collected by PCA lock operators as vessels travel through the lock stations along the TSW. Staff are also responsible for the physical operation of the locks (opening/closing gates, adjusting water levels) and for guiding boaters as they travel through them. The collection of user fees from boaters requires a considerable amount of time and effort due to the variety of options that are available to boaters, which range from one-day passes to seasonal permits that allow for unlimited use of the waterway for one season. User fees are priced by the foot, which means that they vary based on the length of the vessel that is locking through or mooring for the night.

Examples of user fees collected on the TSW:

Permit type	Fee for a 30-foot vessel
Single lock and return	\$0.92/foot * 30-foot vessel = \$27.60 incl. taxes
1-day lockage permit	\$1.64/foot * 30-foot vessel = \$49.20 incl. taxes
Transit 1-way lockage permit	\$4.75/foot * 30-foot vessel = \$142.50 incl. taxes
6-day lockage permit	\$5.16/foot * 30-foot vessel = \$154.80 incl. taxes
Seasonal lockage permit	\$8.99/foot * 30-foot vessel = \$269.70 incl. taxes
Overnight mooring permit	\$0.92/foot * 30-foot vessel = \$27.60 incl. taxes
Seasonal mooring permit	\$10.02/foot * 30-foot vessel = \$300.60 incl. taxes

Information required for lockage permit sales

In order to sell a lockage or mooring permit, PCA requires the following information from the boater:

1. Date of travel (except for seasonal permits);
2. Boat registration number (e.g. 10D123456) or boat name (e.g. Stormy Seas II);
3. Boat length measured in feet;
4. First and last name of boat owner;
5. Type of permit being purchased (e.g. 1-day lockage permit, overnight mooring permit).

Volumetrics

Here is the breakdown of sales for lockage and mooring items sold in 2019 on the TSW.

Lockage sales:

- 6,345 single lock and return permits;
- 3,054 one-day lockage permits;
- 275 transit 1-way lockage permits;
- 1,152 six-day lockage permits;
- 859 seasonal lockage permits;
- 1,686 bridge swings.

Mooring sales:

- 3,252 overnight mooring permits;
- 208 seasonal mooring permits;
- 2,516 transactions for power or power & water at lock stations.

PART II: REQUEST FOR INFORMATION

Nature of Request for Information

This is not a bid solicitation. This RFI will not result in any direct request for proposal or the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI.

This RFI is simply intended to solicit feedback from industry with respect to the matters described within this document.

Nature and Format of Responses Requested

Respondents are requested to provide their comments, suggestions, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are invited to respond to Canada's questions and provide comments regarding the content, format of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

Treatment of Responses

1. **Use of Responses:** Responses will not be formally evaluated, but Parks Canada may use those it receives to develop or modify procurement strategies or any draft documents contained in this RFI. Parks Canada will review all responses received by the RFI closing date. Parks Canada may, in its discretion, review responses received after the RFI closing date.
2. **Review Team:** A review team of Parks Canada representatives will review the responses. Parks Canada reserves the right to hire any independent consultant, or use any Government of Canada resources that it deems necessary to review any response. Not all members of the review team will necessarily review all responses.
3. **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Parks Canada will handle the responses in accordance with the Canada's Access to Information Act.
4. **Follow-up Activity:** Parks Canada may, in its discretion, contact any respondents to follow up with additional questions or to clarify any aspect of a response.

Contents of this RFI

This RFI contains specific questions addressed to the industry. It remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Parks Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

PART III: QUESTIONS TO THE INDUSTRY

PCA is asking interested vendors to identify and fully describe any self-serve payment options that would allow boaters to pay their lockage fees, mooring fees and additional services (e.g. power and water, firewood, ice) in advance of their arrival at a lock station on the Trent-Severn Waterway.

RFI Questions

1. Does the solution require that a smartphone application be used? Where and how can the application be downloaded? What mobile platform is the application available on? Is there a cost to download the application?
2. Is the vendor's solution currently available in both official languages of Canada (French and English)? If not currently, could the solution become available in both English and French?
3. If visitors pay their fees online, what methods of payment (debit, Visa, MasterCard, etc.) do you accept? How and when (daily, weekly, etc.) would PCA receive payment for the services provided? Can other payment services such as the Receiver General Buy Button (RGGB) be used with the solution?
4. What types of transaction fees (e.g. set fee per transaction, % of each transaction) would vendors charge if the proposed self-serve payment option were to be implemented? Are other fees such as subscription fees, software maintenance fees or administrative user fees charged? If your solution requires exterior signage of any kind, what are the prices for the signage?
5. How would a boater who has paid their fees online provide proof of payment when they arrive at a PCA lock station? How would PCA staff be able to validate that those fees have been paid?
6. What type of data or reports are available from the proposed solution? Are custom reporting options available? How would PCA staff access these reports?
7. Can the solution integrate with other systems, including a Customer Relationship Management (CRM) system or Point of Sale (POS) system?
8. Can the solution be customized to include Parks Canada branding?

9. What, if any, accessibility features does your solution support? Common accessibility features include text-to-speech, closed-captioning, and keyboard shortcuts.

Assumptions being made

- Most boaters travel with at least one smartphone/mobile device while boating.
- Boaters have access to the Internet or cellular networks while travelling along the TSW.
- Boaters are comfortable using smartphone applications and completing online purchases.
- Boaters will need to be informed of self-serve payment options in advance of their arrival by Parks Canada (via on-site signage and information on the PCA & TSW websites).

Limitations to consider

- The proposed solution should require minimal or no physical infrastructure at PCA lock stations, and the infrastructure should not require any external power to operate.

The findings from this RFI may be used to develop a Request for Proposals for the implementation of a similar solution on the Trent Severn Waterway (or other waterways managed by PCA) in the future, however no work is guaranteed as a result of your response to this Request for Information.

PART IV: ADDITIONAL INFORMATION

Format of Responses

1. **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
2. **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - a. the title of the respondent's response and the volume number;
 - b. the name and address of the respondent;
 - c. the name, address and telephone number of the respondent's contact;
 - d. the date; and
 - e. the RFI number.
3. **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
4. **Number of Copies:** Canada requests that respondents submit electronically by email 1 copy of their responses.

References

Please provide the name of clients for whom you have provided solution of similar size, breadth, and complexity, including their public-facing websites and a short summary of any back-end functionality that was built that the Agency is unable to view.

Client Name:
Website URL:
High level summary of solution:
Client Name:
Website URL:
High level summary of solution:
Client Name:
Website URL:
High level summary of solution:

Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Pat Alguire

Contracting Advisor
Parks Canada / Government of Canada
pat.alguire@canada.ca / Tel: 873-355-2516

Submission of Responses

1. **Time and Place for Submission of Responses:** Suppliers interested in providing a response should send it by email to (pat.alguire@canada.ca) by the closing date. Suppliers wishing to submit their responses via a channel other than email need to contact the procurement officer indicated above.
2. **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is submitted on time to the correct email address.
3. **Identification of Response:** Each respondent should ensure that the response is identified and that the name and email address, the RFI number and title appear legibly in the email.

APPENDIX A: STANDARD ACQUISITION CLAUSES AND CONDITIONS

The following is a list of General and Supplemental Conditions that may be included by reference in the anticipated RFP and resulting contract. All clauses and conditions identified by number, date and titled are set out in the *Standard Acquisition Clauses and Conditions Manual* (buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

- General Conditions
 - [2035](#) (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.
- Supplemental General Conditions
 - [4002](#) (2010-08-16) Software Development or Modification Services, apply to and form part of the Contract;
 - [4003](#) (2010-08-16) Licensed Software, apply to and form part of the Contract;
 - [4004](#) (2013-04-25) Maintenance and Support Services for Licensed Software, apply to and form part of the Contract, and;
 - [4006](#) (2010-08-16) Contractor to Own Intellectual Property Rights if Foreground Information, apply to and form part of the Contract.