



THE MUNICIPALITY OF  
**LAMBTON SHORES**

**REQUEST FOR PROPOSAL FOR THE SUPPLY OF:  
Parking Enforcement Software  
2021-13**

CLOSING DATE: Thursday April 15, 2021

TIME: 11:00:00 AM, LOCALTIME

RETURN TO: Municipality of Lambton Shores  
Janet Ferguson, Treasurer  
4 Ontario St. N.  
Grand Bend, ON N0M 1T0

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## 1. REQUEST FOR PROPOSAL

You are invited to submit a Proposal for the supply of a **Parking Enforcement Software Program**.

The complete Request for Proposal documents are attached for your perusal. Should you have any questions regarding the documents or the process, please contact:

Janet Ferguson, Treasurer  
Municipality of Lambton Shores  
4 Ontario St. N.  
Grand Bend, ON N0M 1T0

519-243-1400 Ext: 8116  
[jferguson@lambtonshores.ca](mailto:jferguson@lambtonshores.ca)

All interested bidders are requested to complete a "Bidder Registration Form" as provided on page 14 of this document in order to be advised of any updates and addenda that may be made.

## 2. PROJECT SCHEDULE

The following is the planned schedule for this Request for Proposal process. The Municipality reserves the right to amend this schedule as it deems necessary.

<b>Schedule of Events</b>	<b>Important Dates</b>
Issuance of RFP	Wednesday, March 24, 2021
Deadline to Submit a Bid	Thursday, April 15, 2021 @ 11:00:00 AM
RFP to be Awarded	On or before Friday, April 30, 2021

### 3. INFORMATION TO BIDDERS

#### 3.1. CLOSING DATE AND TIME

Sealed proposals will be accepted until 11:00:00 AM, local time, Thursday April 15, 2021 for the supply of more completely described below.

#### 3.2. NATURE OF PROJECT

It is the intention of this request to select a supplier(s) who can provide a software that administers our parking enforcement needs.

#### 3.3. SUBMISSION

Proposals must be typed or in ink. Proposals must be signed by an authorized individual. If Proposal is mailed or delivered it must be sealed in an opaque envelope/package, clearly marked as Project 2021-13. Proposals may be sent by e-mail to [treasury@lambtonshores.ca](mailto:treasury@lambtonshores.ca) or fax 519-238-8577. They too should be clearly marked with the proposal number and contact. Any submissions arriving unsealed or arriving after the stated closing time will not be considered. Please note the municipal building is in a rural location and next day courier service is not always available.

Proposals must be delivered to:

Janet Ferguson, Treasurer  
Municipality of Lambton Shores  
4 Ontario St N,  
Grand Bend, ON N0M 1T0

All proposals received must remain valid for acceptance up to 90 days beyond the closing date.

#### 3.4. REQUIRED NUMBER OF COPIES

All hard copy submissions should include three (3) copies of the complete proposal.

#### 3.5. SELECTION CRITERIA

Specific selection criterion shall be used in evaluating the proposals received. More details on the selection criteria are contained herein in Section 4.5.

#### 3.6. ACCEPTANCE AND AWARD OF CONTRACT

The Municipality of Lambton Shores reserves the right to accept any proposal, in whole or in part, that it feels most fully meets the selection criteria. Therefore, the lowest cost proposal, or any proposal may not necessarily be accepted. Municipal staff shall evaluate all proposals received by the closing time and make evaluations and recommendations for acceptance.

### 3.7. SALES TAXES

The quoted prices shall include HST as applicable.

### 3.8. CLARIFICATION

Should a bidder find discrepancies in or omissions from these Proposal Documents, or should there be any doubt as to their meaning, inquiry should be made to **Janet Ferguson**, at [jferguson@lambtonshores.ca](mailto:jferguson@lambtonshores.ca). Should a correction, explanation, or interpretation be necessary or desirable, a written addendum will be issued to all registered bidders. Addenda issued during the period prior to the closing date of the RFP are to be considered part of these Proposal Documents.

### 3.9. WITHDRAWAL OF PROPOSALS

Bidders who have submitted a proposal may withdraw it up to the official closing time by delivering a letter on official company letterhead requesting that the proposal be withdrawn. The letter must be signed by the same individual who signed the original proposal, or should clearly state that the individual signing has the authority to withdraw the proposal. Telephone, e-mail, fax requests, or written requests to withdraw arriving after the closing time will not be accepted.

### 3.10. RESERVATIONS

The Municipality reserves the right to reject any or all proposals. The lowest priced bidder will not necessarily be awarded a contract.

The Municipality reserves the right to accept any proposal in whole or in parts thereof judged most satisfactory, without liability on the part of the Municipality.

The Municipality may cancel a procurement process at any time without cause if it is in the best interest of the Municipality to do so.

Irregularities contained in bids will be dealt with as outlined in schedule B of the Lambton Shores Procurement and Asset Disposal Policy.

### 3.11. QUALIFICATION OF BIDDERS

The Municipality requires that all bidders will be able to furnish satisfactory evidence that they have the ability, experience, capital, and resources to enable them to execute and complete the contract successfully. Bidders should provide a list of similar completed projects with reference contact information.

### 3.12. SUB-CONTRACTING

Bidders must disclose any sub-contractors that they propose to employ in the performance of this contract. Sub-contractors may not be changed after award of the contract without written permission from the Municipality of Lambton Shores.

### 3.13. PRICES AND BUDGETS

The Municipality of Lambton Shores has a budget for the work defined in this document and reserves the right to change the scope of this RFP to bring the proposal price within the available budget limits. Should it be determined that the changes in the scope of the RFP are of sufficient magnitude, then the Municipality shall cancel it. Then, at its discretion, the Municipality may commence a new process in order to complete the project within the budget available.

### 3.14. INVOICES

The Municipality requires that all invoices be compliant with its requirements and general accounting principles. Bidders must agree to submit detailed invoices in a format acceptable to the Municipality of Lambton Shores. This will include but not be limited to hold back deductions calculated on the total invoice.

### 3.15. ELECTRONIC FUNDS TRANSFER

The Municipality prefers to pay accounts via Electronic Funds Transfer (EFT). Bidders who are unable or unwilling to accept payment via this method should clearly indicate this within their response.

### 3.16. PAYMENT

Upon the completion of any work included in this request, the successful bidder shall submit invoices for payment to comply with the contract or payment schedule to be determined in the contract documents. Payment of all invoices will be on a net 30-day basis.

### 3.17. CONTRACT AND LENGTH OF AGREEMENT

The successful proponent's RFP submission will constitute an agreement for the term of the deliverables.

### 3.18. SUPPLIER STATUS

The successful proponent shall be considered a supplier of services to the Municipality. At no time will the proponent, or any individual acting for the proponent, be considered an employee of the Municipality of Lambton Shores.

### 3.19. OTHER INFORMATION

The Municipality reserves the right to require bidders to produce any of the following:

- Appropriate insurance certificates;
- WSIB clearance certificate;
- Financial and corporate information;
- Other additional assurances or protections as deemed necessary by the Municipality of Lambton Shores.



### 3.20. OWNERSHIP OF DOCUMENTATION AND FREEDOM OF INFORMATION

The information submitted in response to this RFP will be treated in accordance with the relevant provision of the Municipal Freedom of Information and Protection of Privacy Act. The information collected will be used solely for the purposes stated in the RFP. The bidder does, by the submission of a proposal, accept that the information contained in it will be treated in accordance with the process set out in the RFP. Bidders should clearly indicate in their submission which parts, if any, are exempt from disclosure under the Municipal Freedom of Information and Protection of Privacy. Any submitted proposal shall immediately become the property of the Municipality of Lambton Shores.

### 3.21. RIGHT TO AMEND REQUIREMENTS

Upon awarding the contract based on the information submitted in proposals received, the Municipality reserves the right to work with the successful proponent to modify any of the proposal components outlined in the RFP that are agreeable to all parties. In the event that the chosen supplier fails to act in good faith by refusing or failing to negotiate, or fails to fulfil the intent of the RFP, the supplier will be considered to have abandoned all rights and interest in the contract award and the award may be cancelled without penalty. The award may then be made to the next highest ranked bidder or all proposals may be rejected at the sole discretion of the Municipality.

### 3.22. BIDDER DISQUALIFICATION

The Municipality may at its sole discretion disqualify a supplier from bidding on any bid solicitation as outlined in Section 32 in the Lambton Shores Policy on the Procurement and Asset Disposal.

### 3.23. INSURANCE

At the time of execution of the contract the successful proponent may be required to submit:

- i) Comprehensive liability insurance providing bodily injury limits of at least \$2,000,000 (two million dollars) per person and accident and providing for property damage of at least \$2,000,000 (two million dollars) in any one incident.
- ii) Insurance as in i) for all licensed motor vehicles operated on behalf of the Consultant.
- iii) The liability insurance shall be endorsed to provide that the policy or policies will not be altered, cancelled or allowed to lapse during duration of the Contract without 30 days prior written notice to the Municipality of Lambton Shores.

- iv) The Municipality of Lambton Shores shall be added as an additional insured party, in regard to all work associated with this contract.
- v) Professional Liability insurance in the amount of \$2,000,000 (two million dollars).

The proponent clearly understands and agrees that they are not, nor anyone hired by them, covered by the Municipality under the Workers Compensation Board (WCB).

#### 3.24. WORKER'S SAFETY INSURANCE

It is the obligation of any successful bidder to comply with all requirements of the *Workplace Safety and Insurance Board Act*. Bidders must certify that all employees, officers, agents and sub-contractors are covered or exempt under the *Act*. A WSIB certificate shall be supplied at the time of contract signing and updated every 60 days in compliance with the *Act* unless an exemption is evident. Failure to supply or update this certificate as required is cause for termination of the contract.

## 4. REQUIREMENTS

### 4.1. BACKGROUND

On November 4, 1998, the Minister ordered that the Municipalities of the Village of Arkona, Town of Bosanquet, Town of Forest, Village of Grand Bend, and Village of Thedford amalgamate as one effective January 1, 2001. The new Municipality named “Municipality of Lambton Shores” was created and has a population of approximately 11,150 persons.

The council of the Municipality is composed of a Mayor, Deputy Mayor, and seven Councilors representing seven wards. The Council is the legislative and decision making body of the Corporation.

We have three operating offices which include the CAO/Clerks office located in Forest, the Community Services administrative office located in Northville, and the Finance Department located in Grand Bend. All offices provide full municipal services including accepting payments.

The Municipality of Lambton Shores is responsible for the provision of many services including: Fire Protection, Road Maintenance and Reconstruction, Snow Removal, Municipal Harbours, Water Distribution, Wastewater Collection and Treatment, Storm Sewers, Planning and Zoning, Cemeteries, Parks, Indoor Recreation, Outdoor Recreation, Community Centres, Library Services, Municipal Beaches, Municipal Parking, and General Administration.

### 4.2. SCOPE

The Municipality of Lambton Shores implemented paid parking many years ago. The municipality sees thousands of visitors come to Grand Bend, Port Franks, and Ipperwash beaches every year. As more and more people come to visit, parking becomes limited and leads to multiple parking infractions. Lambton Shores is looking to improve the efficiency of their parking enforcement method by implementing a new parking enforcement software.

Lambton Shores currently has a multi-step process for parking enforcement which includes manually writing tickets, manually enter tickets in to a database, a separate storage location for pictures of ticketed vehicles, electronically submitting to MTO/ARIS for plate inquiries, and then sending notice letters. The Municipality is looking for a software system to integrate all of these components into one program; however, to implement it in phases.

Phase I – Administration Software Program - May 2021

Phase II – Electronic Ticket Issuance - TBD

### 4.3. OBJECTIVES

The objectives of the program will include the following (but not limited to):

#### **4.3.1. SOFTWARE REQUIREMENTS**

##### **Phase I**

###### **Ticket Administration**

- The ability for multiple users to have access to the program at the same time.
- Manual entry of tickets with the future accommodate of electronic integration
- Integrate with MTO / Aris program for vehicle owner information
- Produce the required letters for Ontario
  - Impending Conviction
  - Notice of Fine and Due Date
- Produce the required reports
  - Notice of trial and trial dockets
- Produce the Certificate Requesting Plate Denial (CRPD)
- Produce the monthly and annual reports required by MTO
- Each ticket payment, whether in person or online, be imported electronically to the program.
- Tickets that are currently outstanding must be able to be transferred to the new program.

##### **Phase II**

###### **Enforcement**

- Electronically issue parking infractions with a hand held device
- Ability to take a picture of the vehicle and attached to the infraction.
- The proposal should include the price for a minimum of 3 portable printers.
- Preference given to a solution that is “live” versus point downloading.

#### **4.3.2. INTEGRATION WITH EXISTING SOFTWARE**

- Lambton Shores works closely with MTO/ARIS for plate information. It is essential that any proposal integrates MTO/ARIS into the software.
- Great Plains is used as the main accounting software, direct integration or programmed integration is required.
- Lambton Shores uses Paymentus for online ticket payments. Integration with this or another program is required
- Lambton shores is currently using the HONK Mobile app for users to purchase a parking pass in Grand Bend. The Municipality would like to continue using HONK however we are open to discussions regarding an alternative online payment option that would integrate with the proposed software.

#### **4.4. PROPOSAL CONTENT**

The proposal must provide the following mandatory information:

##### **4.4.1. GENERAL REQUIREMENTS**

The proposal should provide a cost for each component of the program – administration and enforcement. It should also outline how the software will fulfill each of the objectives that were stated in section 4.3. The proposal should also include a work plan with project timelines.

**4.4.2. QUALIFICATIONS AND EXPERIENCE**

The proposal should demonstrate the qualifications of the firm.

**4.4.3. REFERENCE**

Please provide a list of three municipal clients as references. Include the contact person, address, telephone number and email.

**4.4.4. FEES FOR SERVICE**

Please include an exact cost for the proposed solution as well as rates for any requested additional work beyond the agreement that may be requested. Also, please include any annual or recurring fees. Lambton Shores will not be responsible for expenses incurred in preparing and submitting the proposal.

**4.5. SELECTION CRITERIA**

Proposals will be evaluated using the following weighted criteria:

<b>Component</b>	<b>Description</b>	<b>Percentage</b>
Overall Impression	The overall quality and depth of the proposal	5%
Qualifications	The respondent will be evaluated based on the range of its capabilities, the depth / strength of its organization structure.	15%
Solution meets the needs	The solution proposed will be evaluated based on meeting the specific needs of the administration and enforcement of parking infractions.	45%
Proposed Approach	The respondent will be evaluated based upon the proposed approach to the project, including work plan / timelines and deliverables.	10%
Cost	Total cost and ongoing cost if any	25%

## 5. BIDDER REGISTRATION FORM

### INFORMATION TO BIDDERS DOWNLOADING THIS DOCUMENT

Bidders downloading this document from the Municipality of Lambton Shores website must register to be added to the Bidders list. Interested Bidders are required to complete the information below and return this form via fax or email to:

519-238-8577 or [jferguson@lambtonshores.ca](mailto:jferguson@lambtonshores.ca)

Bidders who do not register may not receive any additional information or addendums relating to this project.

#### Bidder Registration Form

Required Information	To be completed by Bidder
Company Name:	
Address:	
City:	
Contact Name:	
Phone Number:	
Fax Number:	
Email Address:	
Project No. / Name:	2021-13 Parking Software RFP