

Attachment 2:

Parking Access Revenue Control Systems - Vendor of Record - Solutions Outcome Document
(RFPQ) - Issued May 24, 2023

Parking Access Revenue Control Systems (PARCS) – Vendor of Record (VOR)

Solution Outcomes Document



RFPQ #: PS2023-03

Issue Date:

May 24, 2023

Closing Date and Time:

June 14, 2023 2:00 PM Local Toronto Time

Table of Contents

1. Terminology	4
1.1 References to Labeled Provisions	4
1.2 Definitions	4
1.3 Interpretation.....	6
1.4 RFPQ Process Terms and Conditions.....	7
2. Proposal Submission REQUIREMENTS	8
2.1 General Overview.....	8
2.2 Proposal Documentation and Delivery	9
2.3 Proposal Content.....	10
3. Proposal Evaluation and Selection Process	13
3.1 Selection Committee	13
3.2 Selection Criteria	13
<i>Table 1: RFPQ Evaluation Criteria</i>	<i>13</i>
3.3 Schedule of Events	15
3.4 Clarifications.....	15
3.5 Interviews or Presentations	15
3.6 Evaluation Results	16
3.7 Negotiations and Agreement	16
4. Executive Summary	18
4.1 Background.....	18
4.2 Statement of Purpose	18
4.3 Vision & Need.....	20
5. Mandatory Threshold Requirements	21
6. Scope	23
6.1 Parking Access Revenue Control Systems (PARCS) – Functional Requirements.....	23
6.2 Service Category (A) – Camera Based Revenue Control Technologies	23
6.3 Service Category (B) – Gated Revenue Control Technologies	24
6.4 Service Category (C) – Multi-Space Meter Revenue Control Technologies.....	24
6.5 Service Category (D) – Digital Payments and Resellers.....	24
6.6 IT Functional Requirements – Applies to all Services Categories A, B, C, and D.....	25
6.7 Non-Functional Requirements – Applies to all Services Categories A, B, C, and D..	27
6.8 Vendor Requirements and Qualifications	29
6.9 Vendor Responsibilities.....	29
6.10 TPA Responsibilities	29
7. Desired Outcomes	30
7.1 Outcome #1: Increase customer throughput and flow.....	30

7.2 Outcome #2: Improve parking experience for business partners and transient and monthly parkers	31
7.3 Outcome #3: Leverage technology to enable current and future processes and experience needs	31
7.4 Outcome #4: Develop data as an asset	32
7.5 Outcome #5: Leverage scale of parking solution	32
7.6 Outcome #6: Flexibility to adapt to regulatory changes and technological implementations	33
7.7 Outcome #7: Increase operational stability	34
7.8 Outcome #8: Provide industry leading support for parking and EV charger integration	35
8. Closing Statement	36
9. Glossary	37
APPENDICES	38
APPENDIX A	38
<i>RFPQ PROCESS TERMS AND CONDITIONS</i>	38
APPENDIX B	46
APPENDIX C	53
APPENDIX D	63
<i>PROPOSAL EVALUATION TABLE(S)</i>	63

1. TERMINOLOGY

1.1 References to Labeled Provisions

Each reference in this Request for Prequalification (RFPQ) to a numbered or lettered “section”, “subsection”, “paragraph”, “subparagraph”, “clause” or “subclause” shall, unless otherwise expressly indicated, be taken as a reference to the correspondingly labelled provision of this RFPQ.

1.2 Definitions

Throughout this RFPQ, unless inconsistent with the subject matter or context,

“Addendum” or “Addenda” means any document or documents issued by Toronto Parking Authority (TPA) prior to the Closing Deadline that changes the terms of the RFPQ or contains additional information related to the RFPQ;

“Affiliated Person” means everyone related to the Proponent including, but not limited to employees, agents, representatives, organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies, and subsidiaries, whether partly or wholly-owned, as well as individuals, and directors, if:

- A. Directly or indirectly either one (1) controls or has the power to control the other, or
- B. A third party has the power to control both.

“Agreement” means any written contract between Toronto Parking Authority and a Vendor or any purchase order issued by Toronto Parking Authority to the Vendor with respect to the Services contemplated by this RFPQ, and shall be deemed to include the terms and conditions for the provision of the Services as set out in this RFPQ.

“Bidder” means any legal entity, being a person, partnership or firm that submits a Bid, on its own behalf or in behalf of a consortium of two (2) or more Bidders, in response to a formal Request for Prequalification Call and “Bidders” shall have a corresponding meaning.

“Business Day” means Monday to Friday inclusive, other than a day that is observed as a statutory holiday in the Province of Ontario.

“Business Hours” means between 08:00 and 17:00 (local time in Toronto, Ontario) on a Business Day. Some specific Locations may have earlier or later open/close times.

“Closing Deadline” means the date and time specified on the RFPQ Cover Page or any Addenda issued by Toronto Parking Authority, as the date and time by which Proponents must submit their Proposal;

“Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

(a) in relation to the RFPQ process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having or having access to information in the preparation of its Proposal that is confidential to Toronto Parking Authority and not available to other Proponents; (ii) communicating with any person with a view to influencing preferred treatment in the RFPQ process including the giving of a benefit of any kind, by or on behalf of the Proponent to anyone employed by, or otherwise connected with, Toronto Parking Authority ; or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFPQ process and render that process non-competitive and unfair; or

(b) in relation to the performance of its contractual obligations in Toronto Parking Authority contract, the Vendor’s other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

“Council” means City Council.

"Deliverables" means all tasks and activities to be developed for or provided by the Vendor to Toronto Parking Authority as required by this RFPQ.

“Effective Date” means the date that Toronto Parking Authority and the Vendor agree in the Agreement(s) shall be the effective date of the Agreement(s).

“MFIPPA” means the *Municipal Freedom of Information and Protection of Privacy Act*.

"must", "shall" and "will" used in this RFPQ denote imperative (mandatory), meaning Proposals not satisfying imperative (mandatory) requirements will be deemed to be non-compliant and will not be considered for contract award.

“Project Manager” means the main contact person at Toronto Parking Authority for all matters relating to the project.

“Proponent” means a legal entity that submits a Proposal. If two (2) or more legal entities wish to submit a Proposal as a consortium, one (1) member of the consortium must be identified as the Proponent with whom Toronto Parking Authority may enter into an Agreement, and the other member(s) must be identified as subcontractors to that Proponent.

“Proposal” means an offer submitted by a Proponent in response to this RFPQ, which includes all of the documentation necessary to satisfy the submission requirements of the RFPQ.

"Purchase Order" means a document issued to the Vendor under the authority of the President that sets out the terms and conditions applicable to the supply of goods and services by a supplier, including reference to any other Contract documents and the contract value.

“RFPQ” means this Request for Prequalification package in its entirety, inclusive of all Appendices and any bulletins or Addenda that may be issued by Toronto Parking Authority.

“Services” means all services and deliverables to be provided by a Vendor as described in this RFPQ.

"Supplier Code of Conduct" means business ethical standards contained in Article 13 Chapter 195, Purchasing, of the Toronto Municipal Code;

"Vendor" means the successful Proponent with whom Toronto Parking Authority enters into an Agreement.

"TPA" means the Toronto Parking Authority.

"Toronto Parking Authority Contact" means the TPA employee(s) designated as TPA Contact on the Notice to Potential Proponents for all matters related to the RFPQ call process.

1.3 Interpretation

In this RFPQ and in the Agreement, unless the context otherwise necessitates,

- (a) any reference to an officer or representative of TPA shall be construed to mean the person holding that office from time to time, and the designate or deputy of that person, and shall be deemed to include a reference to any person holding a successor office or the designate or deputy of that person;
- (b) a reference to any Act, bylaw, rule or regulation or to a provision thereof shall be deemed to include a reference to any Act, bylaw, rule or regulation or provision enacted in substitution thereof or amendment thereof;
- (c) all amounts are expressed in Canadian dollars and are to be secured and payable in Canadian dollars;
- (d) all references to time shall be deemed to be references to current time in the City;
- (e) a word importing only the masculine, feminine or neuter gender includes members of the other genders; and a word defined in or importing the singular number has the same meaning when used in the plural number, and vice versa;
- (f) any words and abbreviations which have well-known professional, technical or trade meanings, are used in accordance with such recognized meanings;
- (g) all accounting terms have the meaning recognized by or ascribed to those terms by the Canadian Institute of Chartered Accountants; and
- (h) all index and reference numbers in the RFPQ or any related TPA document are given for the convenience of Proponents and such must be taken only as a general guide to the items referred to. It must not be assumed that such numbering is the only reference to each item. The documents as a whole must be fully read in detail for each item.

1.4 RFPQ Process Terms and Conditions

This RFPQ process is governed by the terms and conditions in Appendix “A”.

2. PROPOSAL SUBMISSION REQUIREMENTS

Please review the attached document and submit your Proposal to the address noted below by the closing deadline of **2:00PM (local Toronto time) on June 14, 2023.**

Proposals will not be considered unless:

Received by the date and time specified above; and
Received at the address specified below.

Submission by facsimile or mail is not acceptable.

Information and/or site meeting requirements:

Required: (yes/no)	No
Attendance Requirement: (mandatory/voluntary)	Voluntary
Date:	
Time:	
Location:	

Deadline for Questions (must be in writing):	June 2, 2023 2:00PM Local Toronto Time
Toronto Parking Authority Contact: Andrew Yule Manager, Contract and Vendor andrew.yule@toronto.ca Faiyaz Patel Director, On-Street Operations faiyaz.patel@toronto.ca	

All response submissions must be submitted by email via one (1) single PDF document, not exceeding 25MB to: OPS_submissions@greenpparking.com and include the subject line: **RFPQ # PS2023-03 Parking Access Revenue Control Systems Vendor of Record (PARCS VOR).**

The Purchasing Department will not be held responsible for submission documents submitted in email(s) that are not labelled in accordance with the above instructions.

2.1 General Overview

TPA has formulated the procedures set out in this RFPQ to ensure that it receives Proposals through an open, competitive process, and that Proponents receive fair and equitable treatment in the solicitation, receipt and evaluation of their Proposals. TPA may reject the Proposal of any Proponent who fails to comply with any such procedures.

Proposals are expected to address the RFPQ content requirements as outlined herein, and should be well ordered, detailed and comprehensive. Clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to TPA's ability to conduct a thorough evaluation. TPA is interested in Proposals that demonstrate efficiency and value for money. General marketing and promotional material will not be reviewed or considered.

TPA prefers that the assumptions used by a Proponent in preparing its Proposal are kept at a minimum and to the extent possible, that Proponents will ask for clarification prior to the deadline for Proponent questions rather than make assumptions. Proponents should also review Sections 3 to 6 of Appendix "A" with respect to asking questions about the RFPQ. Where a Proponent's assumptions are inconsistent with information provided in the RFPQ, or so extensive that the total Proposal cost is qualified, such Proponent risks disqualification by the TPA in TPA's sole discretion.

2.2 Proposal Documentation and Delivery

The documentation for each Proposal:

Must be submitted via email and must contain a valid and full, correct return email address.

Must be in PowerPoint or PDF format

Must consist of the following:

A Main Proposal Document as described in the section below titled Proposal Content, including all attachments and appendices as required. (Mandatory)

Form 1 (Proposal Submission Form) completed and signed by an authorized official of the Proponent. This includes the acknowledgement of all addenda received as per Appendix "A", item 4. (Mandatory)

Appendix "D" (Price Detail Form) completed as indicated. (Mandatory)

Note: Form 1 is provided in Appendix "C".

Must not include:

any qualifying or restricting statements;
exceptions to the terms and conditions of the RFPQ that have not be approved through an addendum;
or
additional terms or conditions.

Must be delivered no later than the Closing Deadline to: OPS_submissions@greenpparking.com with the subject of: RFPQ # PS2023-03 Parking Access Revenue Control Systems Vendor of Record (PARCS VOR).

Delays caused by any email technical issues (whether TPA, Proponent or 3rd party email services provider) shall not be grounds for any extension of the Deadline, and Proposals that arrive after the Deadline will not be accepted.

2.3 Proposal Content

The Proposal per service category should contain the following items:

Letter of Introduction – Introducing the Proponent and signed by the person(s) authorized to sign on behalf of and to bind the Proponent to statements made in response to this RFPQ. This should contain the same signature as the person signing the submission forms.

Table of Contents – Include page numbers and identify all included materials in the Proposal submission.

Subsection 1 – Executive Summary

Subsection 2 – Proponent Profile

1. To permit the Proponent to be evaluated fully as a viable and sound enterprise, include the following information with respect to the Proponent, and if applicable, for each consortium member.

(a) A profile and summary of corporate history including:

date company started;
products and/or services offered;
total number of employees;
major clients; and
business partners and the products/services they offer;

(b) A profile and summary of corporate history of any parents or subsidiaries and affiliates and the nature of the Proponent's relationship to them (i.e., research, financing and so on).

The Proponent should also provide an organization chart and senior management profiles in this section of the response.

If the Proponent is a member of a consortium, provide a description of the relationship(s) between consortium members. Please note Section 2 of Appendix "A" regarding consortiums and the requirement that there be a single Proponent.

Subsection 3 – Experience and Qualifications of the Proponent

1. It is important that the Work be undertaken by a Proponent who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature and scope. In particular, the Proponent should demonstrate the following in its Proposal:

Experience of the Proponent with other similar parking equipment and services

Necessary skills, experience and expertise in the Service Category, and, based on these skills, experience and expertise, how they will ensure that the proposed services are appropriate for the use to be made of them as set out in this RFPQ.

Preferably provide a minimum of three (3) references for the purpose of evaluating the Proponent's experience and track record of success. Note that the TPA prefers references for Service Categories that are similar to the Service Category being proposed in response to this RFPQ. For example, solutions for the municipal/public sector, using the same or similar products proposed, scale and complexity. Each reference should include:

- the identity of the reference client organization;
- a contact name and title, address and telephone number;
- the size and nature of the client's business;
- the number of years dealing with the client;
- a description of the project;
- the timing and duration of the Proponent's involvement in the project;
- the services that were provided by the Proponent (i.e. installation, support, training and/or project management);
- date of the project;
- details regarding the scale of the project; and
- client's URL address.

Please note that where the skills/expertise/experience are being provided by a subcontractor or other legal entity apart from the Proponent, a Proposal that does not include the information requested in this Subsection 3 for each such subcontractor or other entity will not be awarded full marks during the evaluation process. In providing references, Proponents agree that the TPA can contact the individuals provided as part of the evaluation process. The TPA will make its own arrangements in contacting the references. Substitution of references will not be permitted after the close of the RFPQ.

Proponents are also asked to include responses to questions from Section 7 – Desired Outcomes as part of their submission.

Subsection 4 – Proposed Staff Team and Resources

1. It is important that the work be undertaken by a team who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature and scope. In particular, the Proponent should provide the following in its Proposal:

A list of key staff that the Proponent would propose to use for each service category together with their professional qualifications, related project experience and an indication of their duties and responsibilities on this particular scope of equipment and/or services.

Include strategies and individuals that can fulfill the roles and responsibilities for any unforeseen events requiring replacement of team members.

Resumes for proposed individuals are to be included as an Appendix to the Proposal.

Provide a statement of any conflict of interest, if applicable. Refer to Appendix "A" – RFPQ Process Terms and Conditions for information relating to conflicts of interest.

Note: The Proponent should submit signed consent forms authorizing the disclosure of personal information to the TPA, or its designated agent(s), for any resumes that are submitted; however, the Proponent will accept all liability if signed consent forms and resumes are not disclosed to the TPA.

It is important that key project individuals (i.e. major areas of responsibility) be named, with accompanying indication of guaranteed availability. Continuity of key personnel will be required, with a contractual obligation for substitutions only with full written approval of the TPA.

Subsection 5 – Case Study

1. It is important that the work be undertaken by a team who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature and scope. In particular, the Proponent should provide the following in its Proposal:

At least one (1), and no more than three (3) case studies per Service Category that the Proponent is submitting a bid for, that outlines the business problem, the solution and the results.

3. PROPOSAL EVALUATION AND SELECTION PROCESS

3.1 Selection Committee

All Proposals will be evaluated through a comprehensive review and analysis by a Selection Committee, which will include members from the Operations, Business Development, and Information Technology departments.

The Selection Committee may at its sole discretion retain additional committee members or advisors.

The aim of the Selection Committee will be to select one (1) or more Proposal(s) for each Service Category which in its opinion meet(s) the TPA's requirements under this RFPQ and provide(s) the best overall value to the TPA.

By responding to this RFPQ, Proponents will be deemed to have agreed that the decision of the Selection Committee will be final and binding.

3.2 Selection Criteria

The evaluation of Bids will be conducted by TPA in three (3) stages. This will allow TPA to evaluate the capability of the Bidder to fulfill the described service in the Service Categories listed in this RFPQ. Each service category requires a separate proposal submission, so that it may be scored fairly against other bids within the same category. The Bid must meet the minimum requirements of each stage in which it is being evaluated in order to proceed to the stage of evaluation. Individual proposals per service category should not exceed 30 pages each, excluding attachments/appendices.

Table 1: RFPQ Evaluation Criteria

Stage 1: MANDATORY REQUIREMENTS (Section 5)		Pass/Fail
A. Mandatory Submission Requirements (per Section 2)		Pass/Fail
Stage 2: PROPOSAL STRUCTURE, ATTRIBUTES AND CONTENTS (Section 2.2)		
Quality of Proposal	- Overall completeness and comprehensive understanding of requirements - Overall impression of submission quality - Unique insight and value-added opportunities - Proponent profiled, including relevant corporate experience and commitment to quality and proponent's policy indicating commitment to employee and supplier diversity and whether a certified diverse supplier	10
Resources Experience and	Comprehensive outline of resources, covering all required aspects of work programs	40

Qualifications for Key Roles	• Team organization: • Role responsibilities clearly defined • Logical reporting path • Coordination of sub-agencies or sub-consultants (if any) • Organizational chart • Experience, quality, and availability of key project resources, including senior, mid, and entry level roles • Experience and quality of team members (matching appropriately skilled staff and subs to tasks): • Expertise demonstrated across the following areas (depending on category for submission): partnerships, asset development and upkeep with industry innovative technological solutions, business intelligence, data analytics and insights, system integration, compatibility and flexibility with existing infrastructure and scalability for future solutions	
Company Experience and Qualifications	• Demonstrated experience in working with large scale clients across both off-street and on-street parking environments. • Relevant experience with Functional Requirements • Provide project examples of similar size and scope. List the project team members that worked on each project and their roles/responsibilities • Provide relevant Case Studies which demonstrate the proponent's experience in delivering and operating similar work and ability to provide solutions and results to business problems, and outlined desired outcomes • Clearly communicated relevance between project experience and Functional Requirements • Description of quality control/quality assurance measures that are in place to ensure that the quality and service level PARCS services meet the requirements of TPA • Description of cost control measures that will be implemented to ensure cost-effective solutions • Provide detailed responses to Desired Outcomes as outlined in Section 7 (Subsection 7.1 to 7.8) including key elements	50
Stage 2 Total		100
Stage 2: Proponent must score a minimum of 85 out of 100 points (85%) in order to be considered for Stage 3.		
Stage 3: INTERVIEW/PRESENTATION AND/OR REFERENCE CHECKS (if required). (See Section 3.5 for further information)		
TOTAL SCORE		100
Proponent must score a minimum of 85 out of 100 points (85%) in order to be considered for Contract Award		

During Stage 1, TPA will review all Bids to determine whether each Bid will 'Pass' or 'Fail', in whole or in part, based on whether or not it meets the Mandatory Submission & Other Mandatory Requirements. All Bidders must have their Bid pass Stage 1 to proceed to Stage 2. Bids that do not pass will be disqualified and not be evaluated further.

During Stage 2, TPA will review all bids and score each proponent based on each Service Category submission, separately. A minimum score of 85 out of 100 points (85%) is required to pass Stage 2.

Stage 3, is at the full discretion of the TPA.

In order to be considered for the Parking Access Revenue Control Systems Vendor of Record (PARCS VOR) arrangement 2023 a proponent must score at least 85 out of 100 points (85%). TPA reserves the right to select 1-5 vendors for each Service Category.

3.3 Schedule of Events

The following table outlines the Schedule of Events for this RFPQ:

Dates	Activity
May 24, 2023	RFPQ Issue Date
May 31, 2023	Deadline for Proponents' questions
June 14, 2023	RFPQ response deadline

This schedule is subject to change and appropriate written notice of any changes will be provided where feasible.

3.4 Clarifications

As part of the evaluation process, the Selection Committee may make requests for further information with respect to the content of any Proposal in order to clarify its understanding of the Proponent's response. The clarification process shall not be used to obtain required information that was not submitted at time of close or to promote a particular Proponent.

The Selection Committee may request this further information from one (1) or more Proponents and not from others.

3.5 Interviews or Presentations

A Proponent whose written Proposal has met or exceeded the minimum score for the technical portion of the Proposal or has received a high ranking may be invited to an interview with the Selection Committee, the results of which will be used by the Selection Committee as a mechanism to revisit, revise, confirm and finalize the score and select the recommended Proponent(s). The TPA reserves the

right to interview top ranked Proponents per Service Category listed under the Scope of Work. The Selection Committee may interview any Proponent(s) without interviewing others, and the TPA will be under no obligation to advise those not receiving an invitation until completion of the evaluation and selection process.

The representatives designated by the Selection Committee in its invitation to the Proponent must attend any interview scheduled as part of this evaluation process unless the TPA agrees otherwise in writing and at its sole discretion.

The representative(s) of a Proponent at any interview scheduled is expected to be thoroughly versed and knowledgeable with respect to the requirements of this RFPQ and the contents of its Proposal, and must have the authority to make decisions and commitments with respect to matters discussed at the interview, which may be included in any resulting Agreement.

Where the staff team proposed by the Proponent is an important element in the selection criteria, the staff team proposed shall be present for the interviews.

No Proponent will be entitled to be present during, or otherwise receive any information regarding, any interview with any other Proponent.

Refusal of a Proponent to participate in an interview/demonstration requested by the TPA may, in the TPA's sole discretion, be considered a failure of the Proponent to comply with a Mandatory Requirement of the RFPQ and thus subject to disqualification.

3.6 Evaluation Results

Upon conclusion of the evaluation process, a final recommendation will be made by the Selection Committee to the appropriate TPA staff member and/or Board of Directors.

Proposal evaluation results shall be the property of the TPA and are subject to MFIPPA. Evaluation results may be subject to public release pursuant to MFIPPA.

Proponents should be aware that Council and individual Councillors have the right to view the Proposals provided that their requests have been made in accordance with the City's procedure.

3.7 Negotiations and Agreement

The award of any Agreement will be at the absolute discretion of the TPA. The selection of a recommended Proponent will not oblige the TPA to negotiate or execute an Agreement with that recommended Proponent.

Any award of an Agreement resulting from this RFPQ will be in accordance with the bylaws, policies and procedures of the City of Toronto and the Toronto Parking Authority.

The TPA shall have the right to negotiate on such matter(s) as it chooses with the recommended Proponent without obligation to communicate, negotiate, or review similar modifications with other

Proponents. The TPA shall incur no liability to any other Proponent as a result of such negotiation or alternative arrangements.

During negotiations, the scope of the services may be refined, issues may be prioritized, responsibilities among the Proponent, all staff and sub-consultants provided by it and the TPA may be settled and the issues concerning implementation may be clarified.

Any Agreement must contain terms and conditions in the interests of the TPA and be in a form satisfactory to the City Solicitor. If the Agreement requires City Council and/or TPA Board approval, then the final Agreement must contain terms and conditions substantially as set out in the Council and/or Board report authorizing the Agreement. Any Agreement will incorporate as schedules or appendices such part of the RFPQ (including addenda) and the Proposal submitted in response thereto as are relevant to the provision of the goods and/or services.

The terms and conditions set out in Appendix "B" shall be incorporated in any Agreement entered into with the recommended Proponent. These terms and conditions are mandatory and are not negotiable. Any Proponent wishing to request that the TPA consider any changes to the terms and conditions set out in Appendix "B" must follow the process outlined in Section 5 of Appendix "A".

If any Agreement cannot be negotiated within ninety (90) business days of notification to the recommended Proponent, the TPA may, at its sole discretion, terminate negotiations with that Proponent and negotiate an Agreement with another Proponent or abort the RFPQ process and not enter into any Agreement with any of the Proponents.

4. EXECUTIVE SUMMARY

4.1 Background

Toronto Parking Authority, branded as “Green P Parking”, is a self-sustaining Agency owned by the City of Toronto, or “the City”, or “COT”. TPA’s current mandate is to provide safe, attractive, conveniently located and competitively priced off and on-street public parking. TPA’s current vision is to become the world’s best provider of sustainable parking, bike share and last mile mobility experiences for our customers, our partners and our city.

TPA is a city board and local board of the City of Toronto pursuant to the City of Toronto Act, 2006, and is an agent of the City. The Toronto Parking Authority is governed by City of Toronto Municipal Code Chapter, 179, Parking Authority. [Toronto Municipal Code, Chapter 179, Parking Authority](#) sets out the governance structure for the TPA including its powers and duties, delegated authorities, reporting requirements and other matters. Chapter 179 also sets out the composition for the TPA’s Board of Directors, which is responsible for supervising the management of the business and affairs of the TPA including overseeing the implementation of corporate strategy by management and the investment of TPA’s capital reserve.

TPA manages over 60,000 parking spaces and is the largest public operator of parking in North America; TPA also operates the 3rd largest bike share network.

TPA provides approximately 40,000 parking spaces in over 304 off-street facilities including 35 parking garages and provides close to 21,500 on-street spaces. TPA also operates over 20,000 parking spaces at managed lots on behalf of third-party organizations. In addition, TPA operates a bicycle sharing system located in Toronto called Bike Share Toronto which features more than 680 rental stations and 7,100 bikes located around the City of Toronto. As of Q4 2022, TPA also launched approximately 115 EV chargers in the off-street surface lots and garages, and a further expansion of the program is expected for on-street and off-street locations in the next five (5) years.

In order to become the world’s best provider of sustainable parking, bike and last mile mobility experiences, TPA will need to develop short term and long term strategies for the organization, its departments and its various programs, it will also need to develop various marketing and communication initiatives directed towards our customers and stakeholders that will allow TPA to achieve its vision.

The current TPA organization has 4 main departments:

1. Operations
2. Finance & IT
3. Human Resources & Business Transformation
4. Business Development

4.2 Statement of Purpose

The Toronto Parking Authority (TPA) is seeking to select qualified provider(s) for the purposes of carrying out Parking Access Revenue Control Systems (PARCS) Services in accordance with the terms and conditions of this Solutions Outcome Document.

The qualified Vendor will be leading-edge and have detailed knowledge and understanding of emerging and new information technologies that are or could be applied to the parking industry. They may partner with existing service providers to leverage our current industry knowledge, and the solution should be scalable to onboard and adapt to new business requirements.

The TPA intends to select qualified Bidders to be Vendors on the Parking Access Revenue Control Systems Vendor of Record (PARCS VOR) arrangement 2023, in accordance with the terms and conditions of this RFPQ. Successful Bidders will be required to enter into a Master Service Agreement with TPA.

The establishment and use of the VOR arrangement consists of a two (2) part process.

Part One (1): Establishment of VOR Arrangement which is managed by the TPA, is the creation of the VOR Arrangement (a list of pre-qualified Bidders) through the issuance of the RFPQ and the evaluation of Bids submitted in response to the RFPQ. The results in the identification of qualified Bidders and the signing of Master Agreements between those qualified Bidders and TPA.

Part Two (2): Acquiring Services is managed by the Client and is focused on the specific needs of the Client and their project requirements to achieve the deliverables described in the second stage selection process.

All projects to be completed under the Parking Access Revenue Control Systems Vendor of Record (PARCS VOR) arrangement 2023 will result from a second stage selection process.

The second stage selection process involves the issuance of a Request for Service (RFS) by a Client to a select number of vendor(s) describing the requirements of a specific Project, including the required timeframe to respond and requesting the Vendor to propose appropriate personnel to provide the Services and costing details.

Only Vendors on the Parking Access Control Systems Vendor of Record (PARCS VOR) arrangement 2023 will be notified of any Projects, be issued an RFS, and be eligible to respond to an RFS. If a Vendor responds to an RFS, it will do so at no charge to the Client.

Vendors will respond to the RFS with submissions that are then evaluated by the Client, who will select the most suitable Vendor(s) for its Project. More than one (1) Vendor may be chosen to provide Services for a specific Project.

The Parking Access Control Systems Vendor of Record (PARCS VOR) arrangement will be established and managed by the Operations Department of TPA.

The term of the Agreement between TPA and the successful proponent(s) for the required services shall commence August 1, 2023 and terminate two (2) years from commencement.

These solutions should improve operational performance, provide efficiencies, streamline processes, and decrease operational expenses.

The qualified Vendor will see this venture as an opportunity to build a long term relationship with a collaborative partner to develop solutions that meet our current and emerging business objectives. Furthermore, the proposal should provide the opportunity to ideate, prototype and test, while providing scale, interoperability, reduce time to market and capital cost.

4.3 Vision & Need

The TPA is seeking a technology provider to produce solutions that meet our objectives, outcomes, vision and needs.

The TPA embraced a new strategic framework that is anchored by five (5) key pillars:

1. Build a Great Place to Work;
2. Strengthen the Core, Execute with Excellence;
3. Accelerate Growth and Financial Sustainability;
4. Connect with our Customers; and
5. Innovate with our City Partners and Strategic Vendors.

Our mission is to create a seamless customer experience that delivers on choice, ease, and speedy through the city. Our vision is to become the worlds best provider of sustainable parking, bike share, and last mile mobility experiences for our customers, our partners, and our city. Furthermore, we also see benefits in establishing a long term partnership with an industry leading technology provider that can help us meet our objectives.

Solutions must consider:

1. **Process:** Streamline, simplify and ease the customer's journey from parking to payment.
2. **Technology:** Have alignment with the parking industry and emerging technologies with a road map to the future.
3. **Benefit of Scale:** Include a value proposition (for current and future business), research and development, and lower Total Cost of Ownership (TCO).
4. **Health, Safety and Security** – Instill confidence & trust in our customers, employees, and security control systems related to revenue management.

Our ideal partner shall provide flexible solutions to meet our goals and align with our vision. They should address our needs for innovative technology, seamless and safe parking experiences, fast & reliable processing, secure and easily maintained equipment and understand the dynamics of our industry currently and in the future. This partner will work in collaboration with the existing business to continually develop solutions that meet our business outcomes and requirements, and provide scalability for future expansion and partnership(s).

The approach of outlining our solution outcomes, and not traditional business requirements, will give our potential partner an opportunity to propose innovative solutions, services, or business models. By undertaking a non-prescriptive approach to our solution, we hope to identify what solutions exist in the market as opposed to defining how the outcome will be achieved.

5. MANDATORY THRESHOLD REQUIREMENTS

IMPORTANT NOTE: At a minimum, the requirements below must be met to be considered for this RFPQ

#	Question	Priority	Yes/No/Partial	Answer/Explanation
3.1	Are your solutions Payment Card Industry Data Security Data Standard (PCI DSS) Compliant?	Must		
3.2	Are your solutions compliant with the Canadian Personal Information Protection Information and Electronics Document Act (PIPEDA) and IT security standard best practices?	Must		
3.3	Can your solutions operate in a Common Use parking environment?	Must		
3.4	Are your solutions compliant with the Accessibility for Ontarians with Disabilities Act (AODA) Disabilities Regulations? How do you meet or exceed? Please explain.	Must		
3.5	Have you supplied and installed parking equipment to businesses with high frequency parking service (e.g. airports, government agencies, municipalities, hospitals, or other public sectors, etc.)	Must		
3.6	Have you established presence in the parking equipment industry where previous clients from the North American, and/or European markets? Can you please include relevant work reference(s)?	Must		
3.7	Do you have experience with digital payment integration, innovation, large scale operations, and account management?	Must		

3.8	Will your solution provide integration with third party applications?	Must		
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6. SCOPE

6.1 Parking Access Revenue Control Systems (PARCS) – Functional Requirements

The services to be provided pursuant to the RFPQ consists of four (4) main Service Categories. They are as set out below.

The Bidder may choose to bid on any one (1) or more of the four (4) Service Categories described in detail below.

Each service category requires a separate proposal submission (i.e. if the Bidder chooses to bid on four (4) of the Service Categories, then four (4) separate proposals should be submitted – one (1) for each category – will be required).

Individual proposals per service category should not exceed 30 pages each, excluding attachments/appendices.

Note: TPA reserves the right to enter into one (1) or more agreements for any of the following categories.

Successful bidders will be listed as Vendor of Record (VOR) on the Parking Access Revenue Control Systems (PARCS).

When the PARCS VOR 2023 is established, clients will be able to acquire the services offered by a Vendor for any or all Service Categories for which the Vendor was selected through this RFPQ process, according to the Client's specific requirements.

The Client will be required to conduct a separate procurement process for any service that is not within one (1) of these four (4) Service Categories, as these services are not within the scope of the PARCS VOR arrangement 2023.

A Service Category may not be added during the terms of the Master Agreement unless awarded as part of this RFPQ. The Bidder must submit a bid under each category they are seeking.

The following is a list of the four (4) Service Categories that are included in this RFPQ.

6.2 Service Category (A) – Camera Based Revenue Control Technologies

In Scope	Description	Priority
Camera-based Revenue Control Technologies	The proponent must have capabilities to provide camera-based revenue control systems for both controlled (gated) and uncontrolled (ungated) environments allowing frictionless access and exit, collecting license plate data	Must Have

In Scope	Description	Priority
	and other vehicle and movement characteristics and usage statistics.	

6.3 Service Category (B) – Gated Revenue Control Technologies

In Scope	Description	Priority
Gated Facility – Pay Station	The proponent must have the ability for customers to make payments at both Pay on Foot and In-Lane pay station machines. Equipment must accept Cash, Debit and Credit including but not limited to Digital Wallet payments from Google Pay, Apple Pay, Tap Payment (NFC), and other third-party applications, or new emerging forms of payment, etc.	Must Have
Entry/Exit – Pay Station	The proponent must have the ability for payment to be done at the entrance and exit gates.	Must Have

6.4 Service Category (C) – Multi-Space Meter Revenue Control Technologies

In Scope	Description	Priority
Multi-Space Meters	The proponent must have the capability to provide Multi-space parking meter equipment for on and off-street use utilizing pay-by-plate (must be able to connect with the enforcement software and equipment).	Must Have

6.5 Service Category (D) – Digital Payments and Resellers

In Scope	Description	Priority
Integration with Digital Payment Solutions	The proponent must have mobile payment solutions for parking, and/or electronic payment options, and/or the capability to integrate with Third Party Digital Marketplace(s) or Resellers, and the ability to integrate with PARCS equipment (both controlled and uncontrolled environments), and the ability to integrate with enforcement platforms.	Must Have

6.6 IT Functional Requirements – Applies to all Services Categories A, B, C, and D

In Scope	Description	Priority
Integration with Digital Payment Platforms	The proponent must have the capability to integrate with mobile payment solution(s).	Must Have
Dynamic Rates	The proponent must have the ability to integrate with dynamic/variable rate management system(s).	Must Have
Anti-Pass Back	The proponent must have the ability to allow monthly/"Fast Track" parkers entrance ensuring no double entrance, must have an exit for every entrance.	Must Have
Monthly/Annual Permit Capability	The proponent must have the capability to build and operate a subscription program (e.g. monthly/annual/temporary permits, "Fast Track") enabling customers to manage their permits/products, online profiles, and payments.	Must Have
Parking Validations	The proponent must have the capability to operate a validation portal allowing customers to manage their validations (e.g. tenants and/or customers parking validation). Validations must be configurable based on business and financial/accounting requirements.	Must Have
Payment Card Industry Data Security Standard (PCI DSS) Compliance	The proponent must have the ability to process all credit payments in agreement with PCI DSS compliant policies.	Must Have
Real-time Communications	The proponent's products and services must support both wired and wireless data communication for maximum flexibility and recency of transactional data, real-time authorization of payment, and backend system access.	Must Have
System Integration	The proponent must have the capability to integrate into existing TPA backend systems such as SAP, enterprise database warehouse, and have adaptability and scalability to integrate with future technological solutions.	Must Have
Security Control System	The proponent must be able to supply and install access control equipment to limit facility access to paying customers and tenants of building partners, and restrict vagrant presence in TPA parking lot vicinity.	Should Have

In Scope	Description	Priority
Cell Phone Repeater	The proponent must be able to provide a solution for broadcasting service provider cellphone signal for underground garages.	Should Have
Customizable Parking Management Interface System	The proponent must be able to provide a customizable parking management interface system to meet the needs of TPA's security control centre.	Must Have
Customizable Rate Management Integration	The proponent must be able to provide a customizable and dynamic revenue management interface system to meet the needs of TPA's rate management requirements.	Must Have
Reserved/Common Parking Area Operation	Solution must be able to allow reserved/common parkers to access public parking areas and ensure they are parked in their assigned parking level.	Must Have
Common Use Platform	Solution to include an upgraded platform to support a common use environment that complies with parking best practices and the latest technology/versions	Must Have
Interfaces/Integration	There must be interface and integration work as part of the scope of this project (dependent on the solution). The proponent must have Application Programming Interface (API) capability.	Must Have
Secured Cash Storage Control	The proponent must provide a solution for an audit trail and transactional logging reports wherein all cash transactions and access activities are recorded in detail. Additionally, the proponent must be able to provide secured storage of cash inside the pay station machines.	Must Have
Digital Rate Board Integration	The proponent must have the ability to integrate into digital dynamic/variable rate boards.	Should Have
Parking Guidance and Car Finder Tool	The proponent must have the ability to integrate the PARCS system with a directional parking guidance system, digital space counter screens.	Should Have
Preferred Parking Management System	The proponent must have the ability to provide a preferred parking management system by space allocation at a preferred rate as specified in rate management, and identified in Parking Guidance Car Finder Tool.	Should Have

In Scope	Description	Priority
Digital Receipts	Solution will have option to issue electronic receipts and/or a paper copy receipt for each parking transaction.	Should Have
Electric Vehicle Charger (EV) Integration	The proponent should have the ability to integrate parking equipment with TPA's existing and future EV charger infrastructure to include but not limited to equipment availability and payment options.	Should Have

6.7 Non-Functional Requirements – Applies to all Services Categories A, B, C, and D

In Scope	Description	Priority
Privacy	The Proponent's system must be in full compliance with Personal Information Protection and Electronic Documents Act (PIPEDA) regulations according to Canadian law.	Must have
SOC 1 or SOC 2 Compliance	The Proponent must have System and Organization Controls One (SOC 1) and/or System and Organization Controls Two (SOC 2) Compliance.	Must Have
Business Continuity Plan and Disaster Recovery Plan	The Proponent must develop and maintain (annually) Business Continuity and Disaster Recovery Plans for services implemented and in operation.	Must Have
Response Time	Real-time requests must be responded to in sub-second time.	Should have
Transaction and Data Log	New permits/reservations or changes to existing permits/reservations must be captured by the system on a transactional level in real time and be made available to TPA for inquiry and/or audit purposes.	Must Have

In Scope	Description	Priority
Onsite	Proponent must confirm real-time data backup exists. This should be satisfied by the TPA requirement for an active-active solution.	Must Have
Offsite	Proponents must confirm daily backups to a secured offsite production environment.	Must Have
System shutoff	Provide the capability to shut off the system either completely (i.e. during a maintenance window) or by location. Messaging to customers should be user friendly and well presented to maintain a high-quality user experience level.	Must Have
Support	24 hours per day, 7 days per week, 365 days per year support to ensure system availability and processing continuity.	Must Have
Monitoring	Infrastructure/service interruptions must be reported to TPA in real-time.	Must Have
Service Availability	The percentage of time in a given month in which the Proponent systems are available to receive and process information from TPA without interruption other than times during which the systems are unavailable due to scheduled maintenance should be at least 99.9% based on a 24 hours per day, 7 days per week, 365 days per year operation. This should be measured as the total number of minutes in which the Proponent systems are available calculated against the total minutes in a given calendar month.	Must Have
AODA Compliance	The proposed solution(s) must be compliant with the Accessibility for Ontarians with Disabilities Act (AODA) Disabilities Regulations.	Must Have

6.8 Vendor Requirements and Qualifications

The Vendor shall demonstrate they can provide qualified personnel who meet the following criteria:

1. Vendor shall demonstrate expertise and relevant industry experience
2. Demonstrate an emphasis on customer service and adherence to a high service standard
3. The vendor shall assign a project team/leader to TPA
4. Able to multitask in public sector environment
5. Professional designations, and associations to relevant memberships within relevant industry
6. Experience in dealing with public sector, and/or government agencies similar in size and scope to the TPA
7. Have direct access to a pool of temporary staffing resources (if needed)

6.9 Vendor Responsibilities

1. The Vendor shall inform TPA if any issues or concerns arise while performing the scope of work
2. The Vendor shall not be directly related in any business practice with the TPA or business related to TPA, which may form a bias opinion, such as work that may be skewed
3. The Vendor shall provide care and control of any tools provided by TPA to assist in the program
4. The Vendor shall communicate observation as it relates to the work scope asked
5. The Vendor shall ensure the quality and integrity for products and services provided
6. The Vendor shall provide examples of previous work scope/qualifications

6.10 TPA Responsibilities

1. TPA shall provide a project/creative brief at the beginning of each new project
2. TPA shall provide a governance and approval framework for any new project, as required
3. TPA shall provide timely responses and feedback for all elements
4. TPA shall provide directions for each assignment as required

TPA makes no guarantee of the value or volume of work successful Bidders may receive through the PARCS VOR arrangement 2023. The value and volume of Services acquired by Clients, if any, will depend on a variety of factor including each Client's annual budgetary approvals.

The Master Agreement executed with success Bidders will not be exclusive contracts for the provision of the described Services. TPA and/or Clients may contract with others for the same or similar services to these described in this RFPQ or may obtain the same or similar services internally. The decision regarding which vendor of record arrangement(s) to use for a Project has been, and will remain, the final choice of the Client.

7. DESIRED OUTCOMES

In this section the solution providers shall indicate how they intend to partner with TPA to deliver on the Vision & Need as articulated in Section 4.3. and align to the four (4) aforementioned elements of:

1. **Process:** Streamline, simplify and ease the customer's journey from parking to payment.
2. **Technology:** Have alignment with the parking industry, and emerging technologies with a road map to the future
3. **Benefit of Scale:** Include a value proposition (for current and future business partners), research and development, and lower TCO (Total Cost of Ownership)
4. **Health, Safety and Security** – Instill confidence & trust in our customers, employees, and security control systems related to revenue management.

Each of the outcomes below can be associated to one (1) or more of the four (4) elements. In your responses indicate where possible which of the four (4) elements your solution aligns to and how specifically the outcome can be measured in accordance to the following outcomes:

1. Increase customer throughput and flow
2. Improve parking experience for business partners and transient and monthly parkers
3. Leverage technology to enable current and future process and experience needs
4. Develop data as an asset
5. Leverage scale of parking solution
6. Flexibility to adapt to regulatory changes and technological implementations
7. Increase operational stability
8. Provide industry leading support for parking and EV charging integration

7.1 Outcome #1: Increase customer throughput and flow

TPA parking garages and surface lots need to facilitate a streamlined parking journey that can process the highest number of customers, as quickly as possible while eliminating bottlenecks. TPA is looking for parking equipment solution that strives to speed up parking payment transactions, and optimize traffic flow.

The parking equipment must be able to integrate cashless payment methods including but not limited to contactless payment cards, mobile payment apps, or license plate recognition systems. By offering varying automated payment options, transaction processes are expedited which reduce congestion at both entry and exit points. Additionally, the solution must have the capability to capture and provide real-time parking occupancy data that would help manage traffic flow. Customers will spend less time searching for available parking space which will then improve vehicle movement in TPA carparks.

How can you help TPA increase parker throughput and flow?

Key answer elements to consider but not limit to:

1. How does your solution optimize capacity at each step in the process (assets/time/space) without compromising customer service or parker experience?
2. What kind of solutions can you offer to eliminate bottle necks within surface lots and parking garages?
3. How does your solution simplify/streamline the parker's journey?

4. Can you provide any examples, measures or benchmarks that show how you've achieved an improvement in throughput parking capacity and optimizing space?
5. How will you measure the improvement of throughput or processing capacity? What metrics will you use to demonstrate the change?
6. Is your solution roadmap aligned with our objectives and if so, how will this mutually benefit your company and TPA?

7.2 Outcome #2: Improve parking experience for business partners and transient and monthly parkers

The purpose of this outcome is to establish a solution that would improve parking experience for TPA business partners, including joint venture partners and event management companies, as well as transient and monthly customers. TPA acknowledges the opportunity to elevate existing systems in place through enhanced parking access revenue controls, availability of innovative parking payment and reservation system options, accessible parking lots, and safe and secured parking environment. By improving parking journey experience, TPA will be able to retain and attract a loyal and satisfied customer base, distinguishing TPA as the preferred parking service provider and partner.

How can you help the TPA improve the business and customer experience?

Key answer elements to consider but not limited to:

1. How does your solution make it easier for our customers and business partners to complete a parking journey?
2. What technologies or processes does your solution use to improve customer and business partner experience?
3. How does your solution reduce or eliminate touchpoints in process?
4. How does your solution account for multiple forms of payment at in lane and pay on foot pay stations including but not limited to Digital Wallet payments from Google Pay, Apple Pay, Tap Payment (NFC), and other third-party applications, or new emerging forms of payment, etc.?
5. How will you measure an improvement of our client and business partner experience?

7.3 Outcome #3: Leverage technology to enable current and future processes and experience needs

The intent is to implement cutting-edge technology that supports our existing and future processes which are interoperable with other systems. Proposed solutions will need to integrate with existing and new systems making interoperability an important factor for future processes and must be able to adapt to a fast-evolving architecture model that is not yet an industry standard.

How can you help TPA leverage technology to enable current and future processes?

Key answer elements to consider but not limited to:

1. Did you help other businesses to implement a frictionless parking equipment solution? If so, please provide business cases, references, and conceptual architecture context.

2. Do you have experience integrating with other systems (i.e. third-party parking reservation vendors, EV charger providers, data warehouse and analysis software, revenue merchants, etc.)? If so, please provide business cases, references, and conceptual architecture context.
3. Have you implemented or plan on implementing solutions that are using emerging technologies?
4. Is your business roadmap aligned with this objective and if so, how could this benefit TPA?
5. What are your current challenges and how do you plan to overcome them? (i.e. examples of challenges with government regulations, lack of adopted standards, etc.)
6. How will you measure the success of implementing a more contactless journey for customers?
7. What metrics or benchmarks will you use to ensure your solutions show an improvement from our current state and help us to be industry leaders?

7.4 Outcome #4: Develop data as an asset

This outcome is required to obtain richer data from our common use technologies to increase our analytics capabilities in order to optimize, improve, align with standard operational processes and make better decisions on process optimization, resource allocation surrounding parking and EV operations, and invoicing/billings flexibility to name a few.

TPA is looking for additional data to optimize the end-to-end customer process and optimize operational infrastructure use. Customer payment, entry, and exit experience must incorporate flexibility for scalability and process optimization. The transactional information needs to be analysed within the full process flow and integrate with other available data.

How will your solution help real time access and leverage richer data to use as a strategic decision-making tool?

Key answer elements to consider but not limited to:

1. What data points can TPA obtain from the hardware and software provided to ingest into our data warehouse and leverage our BI tools to create linked data sets for statistical, optimization, and predictive analytics?
2. Can you recommend ways of how-to better leverage data from your solution to create a more homogenous data set?
3. Does your solution have data that can support predictive analytics for process optimization including integration with existing and future infrastructure?
4. How will you provide the necessary parking and EV data to our integrated data warehouse?
5. What type of interface do you support for data exchange with parking and EV systems?
6. Can you elaborate on any invoicing models/capabilities you have implemented in the past and provide examples of how the data from your solution can be used for this?
7. Is there data to support different billing models (e.g. direct billing, usage or time based)?
8. How do you propose we measure improvements to our data analysis and collection?

7.5 Outcome #5: Leverage scale of parking solution

A key outcome of this initiative is to leverage the cohesive approach from multiple surface lots and garages to create a common parking experience for our customers. We believe that leveraging a common parking solution could offer the following potential benefits:

- A reduction in Total Cost of Ownership (TCO) and savings for TPA (acquisition, maintenance, and support)
- Increased speed to market on enhancements and developing technologies
- Reduced implementation time and costs for custom changes and enhancements
- A more uniform parking experience across TPA parking lots
- Opportunities to co-create, test new ideas/processes, emerging technologies and influence changes in the industry and future product offerings

How will your solution help maximize the benefits of common parking system solution?

Key answer elements to consider but not limited to:

1. What do you see as the value proposition (feature and benefits)?
2. How do you recommend setting up common parking solution environment?
3. What do you recommend in terms of governance and support structure?
4. How would you approach the addition or removal of parking lots to your solution (scale up or down)?
5. How will you measure the benefits of a common parking solution? What metrics will you use to measure this?

7.6 Outcome #6: Flexibility to adapt to regulatory changes and technological implementations

The parking industry is evolving; the TPA is working closely with industry organizations, and government agencies like City of Toronto, Transportation Services, Toronto Police Services, Toronto Hydro, and many other stakeholders to establish the standards that new technologies will need to support. We believe that flexibility, adaptability, interoperability, and agility will be a key criterion to meet for the success of current operations, and in the years to come. This flexibility can be achieved by:

- a. The Vendor's diligence in keeping itself informed of new industry standards and technologies and its efficiency in updating their solutions to these changes
- b. How fast solutions can be deployed
- c. How easily solutions can be deployed into production
- d. The ability to scale up or down quickly and efficiently.
- e. The flexibility of the Vendor's solution architecture and the ability to easily integrate/interface with existing infrastructure and/or future solutions
- f. The ease, flexibility, and scalability of on-boarding, off-boarding, testing new technological solutions

How could a partnership with you help TPA be more flexible and ready to meet the challenges to come in this evolving industry?

Key answer elements to consider but not limited to:

1. Are you part of any working groups or other industry standard leading organizations? If so, please provide who you are working with and details of your involvement.
2. How do you keep yourself informed and ahead of new and emerging technologies?
3. How often do you update your solutions to meet changes in the industry?
4. What is your change process for certification of changes or on-boarding new technology and how do you optimize it to ensure faster deployments?

5. What is your change process for government regulatory changes and/or mandates?
6. How flexible is your solution architecture? Is it modular? Please provide details on how flexible and agile your solution architecture is.
7. How easily do you align and interface with different parking and EV technologies and software including with smaller or non-standardized technological solutions who may be limited in advancements?
8. Have you implemented digital marketplace integration solutions for other third-party applications? If so, please provide references and use cases.
9. How will you measure the efficiencies or improvements of your solution in regard to project implementations, upgrades or maintenance? What metrics will you use to determine this?

7.7 Outcome #7: Increase operational stability

Parking access revenue system up time is mission critical. Outages that impact parking equipment can have an exponential impact on operations and thus service stability is a key business deliverable. As such, several TPA employees play key roles ensuring certain risks are mitigated:

1. TPA's System Operations Centre (SOC) serves as the centralized command centre overseeing multiple TPA parking facilities 24/7, ensuring parking equipment are consistently available, and assisting and escalating any parking equipment issues. Our employees would benefit having a centralized parking management system that enable monitoring and control of parking equipment, ultimately optimizing resource allocation and improve overall efficiency.
2. Our Technicians play a crucial role in ensuring the proper functioning and maintenance of our parking equipment, and securing cash revenue collection. Our Technicians must be able to diagnose and troubleshoot hardware equipment issues, perform preventative maintenance routines, and use security control tools to collect cash revenue. As a result, possible equipment failures are avoided and smooth parking operations are maintained.
3. TPA has stationed customer service representatives in high occupancy carparks. Their main responsibility is to ensure parkers have seamless parking experience which includes helping our customers for any parking payment issues and monitoring of parking equipment before any potential breakdown. Our employees would benefit having user-friendly parking management tools that can proactively assist them identify and escalate parking equipment issues, and provide support for parkers seamlessly.

It must be also acknowledged that the parking equipment will be exposed to various weather conditions and continuous use. The equipment must be well built to withstand heavy usage, vandalism or attempted break ins, and resist wear and tear.

What measures do you take to ensure operational stability?

Key answer elements to consider but not limited to:

1. Describe initial and ongoing training programs you provide and how they would be beneficial for our employees?
2. What are the parking management system tools do you offer and how would they help our employees accomplish their job?

3. Describe how we can be more proactive as opposed to reactive for operational incidents with your solution.
4. Does your solution alleviate patching and upgrading times and/or effort? If so, please provide examples.
5. How will you measure the improvements to operational stability? What metrics will you use to measure this?

7.8 Outcome #8: Provide industry leading support for parking and EV charger integration

TPA's Electric Vehicle charging program is well underway and demonstrated TPA's commitment in strengthening Toronto's transportation network and accelerating growth in the TPA's core parking business.

TPA is seeking to develop a seamless customer experience for our parkers to:

- pay for parking and EV in one (1) single transaction
- support real-time communications, wayfinding and reservation of EV parking stalls
- identify, build and support innovative subscription products that consider unique customer needs for bundled parking and EV charging services
- drive interest and adoption from high volume fleet and Business-to-Business (B2B) customers

What innovations are on your radar to innovate across both parking and EV customer experiences?

Key answer elements to consider but not limited to:

1. Describe progress and successes to date in prototyping and integrating the two (2) services
2. Describe whether (and how) your PARCS solutions are scalable to enable future integrations with existing or emerging mobility services including EV charging
3. Have you explored integration opportunities with leading North American EV charging network operators? If so, please explain.

8. CLOSING STATEMENT

The Vendor shall provide a final closing statement to bring in focus how a partnership with the TPA could bring value to the business and what makes the Vendor stand apart from other vendors. How can you set yourself apart from the competition in terms of your solution and in the experience of working through this project, keeping in mind all components of a complex implementation and the challenges experienced along the way?

Furthermore, the relationship and collaboration between the TPA with the successful Vendor in how we strategically plan, partner and continue to remain innovative is critical to the partnership and long term success of our business. As such, we are keen to understand how you foresee both, the working, and more strategic relationship with us and how you plan on becoming an extension of our core values and beliefs.

9. GLOSSARY

The initiative/project-related terms and acronyms used within this document include the following:

Term/Acronym	Definition
AODA	Accessibility for Ontarians with Disabilities Act
BI	Business Intelligence
EV	Electric Vehicle Charger
MFIPPA	Municipal Freedom of Information and Protection of Privacy Act
P&D	Pay and Display parking meter
PARCS	Parking Access Revenue Control System
PBP	Pay by Plate parking meter
PCI DSS	Payment Card Industry Data Security Standard
PIPEDA	Personal Information Protection and Electronic Documents Act
POF	Pay on Foot parking meter
RFPQ	Request for Prequalification
SOC 1	System and Organization Controls One
SOC 2	System and Organization Controls Two
TPA	Toronto Parking Authority
VOR	Vendor of Record
WSIB	Workplace Safety and Insurance Board

APPENDICES

APPENDIX A

RFPQ PROCESS TERMS AND CONDITIONS

1. Proponent's Responsibility

It shall be the responsibility of each Proponent:

- (a) to examine all the components of this RFPQ, including all appendices, forms and addenda;
- (b) to acquire a clear and comprehensive knowledge of the required services before submitting a Proposal;
- (c) to become familiar, and (if it becomes a successful Proponent) comply, with all of TPA's Policies

The failure of any Proponent to receive or examine any document, form, addendum, Agreement or policy shall not relieve the Proponent of any obligation with respect to its Proposal or any Agreement entered into or Purchase Order issued based on the Proponent's Proposal.

2. Prime Proponent

A Proposal by a consortium of two (2) or more entities may be submitted, but one (1) person or company must be shown as the prime Proponent and be prepared to represent the consortium to TPA by executing the Agreement, acting as the primary contact, and taking overall responsibility for performance of the Agreement.

Where a Proposal is made by a prime Proponent with associate firms working with or under the prime Proponent in either a sub-contracting or consortium relationship, it is required that those associate firms be named in the Proposal.

3. TPA Contacts and Questions

All contact and questions concerning this RFPQ should be directed in writing to TPA employee(s) designated as "TPA Contact" in the Notice to Potential Proponents.

No TPA representative, whether an official, agent or employee, other than those identified "TPA Contacts" are authorized to speak for TPA with respect to this RFPQ, and any Proponent who uses any information, clarification or interpretation from any other representative does so entirely at the Proponent's own risk. Not only shall TPA not be bound by any representation made by an unauthorized person, but any attempt by a Proponent to bypass the RFPQ process may be grounds for rejection of its Proposal.

From and after the date of this RFPQ until the time of any ensuing contract award, no communication with respect to this matter shall be made by any potential Proponent, or its representatives, including a third-party representative employed or retained by it (or any unpaid representatives acting on behalf of either), to promote its Proposal or oppose any competing Proposal, nor shall any potential Proponent, or its representatives, including a third party representative employed or retained by it (or any unpaid

representatives acting on behalf of either), discuss the RFPQ or its Proposal with any City staff, City officials or Council member(s), other than a communication with the "City Contact" identified on page 1 on this RFPQ.

4. Addenda

If TPA, for any reason, determines that it is necessary to revise any part of this RFPQ or to provide additional information relating to this RFPQ, such information will be communicated to all Proponents by addenda. Each addendum shall form an integral part of this RFPQ. Such addenda may contain important information, including significant changes to this RFPQ. Proponents are responsible for obtaining all addenda issued by the TPA.

All Proponents must acknowledge receipt of all Addenda in the space provided on the Proposal Submission Form.

TPA reserves the right to revise this RFPQ up to the Closing Deadline.

If any addendum is issued after the Deadline for Issuing Addenda, TPA may at its discretion extend the Closing Deadline for a reasonable amount of time.

TPA's contact will make reasonable efforts to issue the final Addendum (if any) no later than two (2) days prior to the Deadline.

5. Exceptions to Mandatory Requirements, Terms and Conditions

If a Proponent wishes to suggest a change to any mandatory requirement, term or condition set forth in any part of this RFPQ, it should notify TPA in writing not later than the deadline for questions. The Proponent must clearly identify any such requirement, term or condition, the proposed change and the reason for it. If TPA wishes to accept the proposed change, the TPA will issue an Addendum as described in the article above titled **Addenda**. The decision of TPA shall be final and binding, from which there is no appeal. Changes to mandatory requirements, terms and conditions that have not been accepted by TPA by the issuance of an Addendum are not permitted and any Proposal that takes exception to or does not comply with the mandatory requirements, terms and conditions of this RFPQ will be rejected.

6. Omissions, Discrepancies and Interpretations

A Proponent who finds omissions, discrepancies, ambiguities or conflicts in any of the RFPQ documentation or who is in doubt as to the meaning of any part of the RFPQ should notify TPA in writing not later than the deadline for questions. If TPA considers that a correction, explanation or interpretation is necessary or desirable, TPA will issue an Addendum as described in the article above titled **Addenda**. The decision and interpretation of TPA shall be final and binding, from which there is no appeal. No oral explanation or interpretation shall modify any of the requirements or provisions of the RFPQ documents.

7. Proponents Shall Bear Their Own Costs

Every Proponent shall bear all costs associated with or incurred by the Proponent in the preparation and presentation of its Proposal including, if applicable, costs incurred for interviews, demonstrations, or any

other activity that may be requested as part of the evaluation process or the process for the negotiation or execution of an Agreement with TPA, as the case may be.

8. Limitation of Liability

TPA shall not be liable for any costs, expenses, loss or damage incurred, sustained or suffered by any Proponent prior, or subsequent to, or by reason of the acceptance or the non-acceptance by the TPA of any Proposal, or by reason of any delay in acceptance of a Proposal, except as provided in this RFPQ.

9. Post-Submission Adjustments and Withdrawal of Proposals

No unilateral adjustments by Proponents to submitted Proposals will be permitted.

At any time throughout the RFPQ process, a Proponent may withdraw a submitted Proposal prior to the Closing Deadline. To effect a withdrawal, a notice of withdrawal must be sent to TPA Contact and must be signed by an authorized representative of the Proponent. TPA is under no obligation to return withdrawn Proposals.

A Proponent who has withdrawn a Proposal may submit a new Proposal, but only in accordance with the terms of this RFPQ.

10. Binding Proposal

After the Closing Deadline each submitted Proposal shall be irrevocable and binding on Proponents for a period of 120 days.

11. Acceptance of Proposals

TPA shall not be obliged to accept any Proposal in response to this RFPQ.

TPA may, without incurring any liability or cost to any Proponent:

- (a) accept or reject any or all Proposal(s) at any time;
- (b) waive immaterial defects and minor irregularities in any Proposals;
- (c) modify and/or cancel this RFPQ prior to accepting any Proposal;
- (d) award a contract in whole or in part.

TPA is relying on the experience and expertise of the Proponent. The TPA reserves the right to disqualify any Proponent who has given inaccurate, incomplete, false or misleading information in the sole opinion of TPA. Proponents and their Affiliated Persons that are currently on a City of Toronto suspended vendor list are not eligible for an award.

12. Verify, Clarify and Supplement

When evaluating proposals, TPA may request further information from the Proponent or third parties in order to verify, clarify or supplement the information provided in the Proponent's Proposal. TPA may revisit and re-evaluate the Proponent's Proposal or ranking on the basis of any such information.

If TPA makes a request to a Proponent for clarification of its Proposal, the Proponent will provide a written response accordingly, which shall then form part of the Proposal.

If, in the opinion of TPA, any Proponent has clearly misinterpreted the services or underestimated the hours or value of the services to be performed as reflected in its Proposal content and submitted price/fees, or all or any or any combination of them, then TPA may reject its Proposal as not representative of the scope of the services.

13. No Incorporation by Reference

The entire content of the Proponent's Proposal should be submitted in a fixed form and the content of websites or other external documents referred to in the Proponent's Proposal will not be considered to form part of its Proposal.

14. Ownership and Confidentiality of TPA-Provided Data

All correspondence, documentation and information provided by TPA staff to any Proponent or prospective Proponent in connection with, or arising out of this RFPQ, the Services or the acceptance of any Proposal:

- (a) is and shall remain the property of TPA;
- (b) must be treated by Proponents and prospective Proponents as confidential;
- (c) must not be used for any purpose other than for replying to this RFPQ, and for fulfillment of any related subsequent Agreement.

15. Ownership and Disclosure of Proposal Documentation

- (a) The documentation comprising any Proposal submitted in response to this RFPQ, along with all correspondence, documentation and information provided to TPA by any Proponent in connection with, or arising out of this RFPQ, once received by TPA:
 - i. shall become the property of TPA and may be appended to the Agreement and/or Purchase Order with the successful Proponent;
 - ii. shall become subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA"), and may be released, pursuant to that Act.
- (b) Because of MFIPPA, Proponents should identify in their Proposal material any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury.
- (c) Each Proponent's name at a minimum shall be made public.
- (d) Proposals will be made available to members of City Council provided that their requests have been made in accordance with TPA's procedure and may be released to members of the public pursuant to MFIPPA.
- (e) TPA will not return the Proposal or any accompanying documentation submitted by a Proponent.

16. Intellectual Property Rights

Each Proponent warrants that the information contained in its Proposal does not infringe any intellectual property right of any third party and agrees to indemnify and save harmless TPA, its staff and its consultants, if any, against all claims, actions, suits and proceedings, including all costs incurred by the TPA brought by any person in respect of the infringement or alleged infringement of any patent, copyright, trademark, or other intellectual property right in connection with their Proposal.

17. Failure or Default of Proponent

If the Proponent, for any reason, fails or defaults in respect of any matter or thing which is an obligation of the Proponent under the terms of the RFPQ, TPA may disqualify the Proponent from the RFPQ and/or

from competing for future tenders or RFPQ issued by TPA for a period of one (1) year. In addition, the TPA may at its option either:

(a) Consider that the Proponent has withdrawn any offer made, or abandoned the Agreement if the offer has been accepted, whereupon the acceptance, if any, of TPA shall be null and void; or

(b) Consider that the Proponent has abandoned any Agreement and require the Proponent to pay TPA the difference between its Proposal and any other Proposal which TPA accepts, if the latter is for a greater amount and, in addition, to pay TPA any cost which TPA may incur by reason of the Proponent's failure or default, and further the Proponent will indemnify and save harmless TPA, its officers, employees and agents from all loss, damage, liability, cost, charge and expense whatever which it, they or any of them may suffer, incur or be put to by reason of such default or failure of the Proponent. The Proponent shall be ineligible to submit a new Proposal or bid for any Call that TPA is required to reissue as a result of the Proponent's failure or default or where the TPA deems that the Proponent has abandoned the Agreement.

18. Publicity

The Proponent and its affiliates, associates, third-party service providers, and subcontractors shall not release for publication any information in connection with this RFPQ or any Agreement without prior written permission of TPA.

19. Selection of Top-Ranked Proponent(s)

The top-ranked Proponent(s), as established under the evaluation that are selected by TPA to enter onto an agreement pending award will be so notified by TPA in writing.

20. Notification to Other Proponents

Once the recommended Proponent(s) is notified of their selection, the other Proponents will be notified by TPA in writing of the outcome of the RFPQ process.

21. Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the selection process. All requests must be in writing to TPA Contact and must be made within sixty (60) days of notification of the outcome of the selection process. The intent of the debriefing information session is to aid the Proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the RFPQ process.

22. No Contract until Execution of Written Agreement

No legal relationship or obligation regarding the procurement of any good or service shall be created between the Proponent and TPA by the RFPQ process until the selection of the Proponent to provide the Deliverables pursuant to an Agreement.

23. Cancellation

TPA may cancel or amend the RFPQ process without liability at any time.

24. Bid Protest Procedure

(a) Pre-award bid disputes

Proponents should seek a resolution of any pre-award dispute by communicating directly with TPA Contact as soon as possible from the time when the basis for the dispute became known to them. TPA Contact may delay the outcome of the selection process, or any interim stage of this RFPQ process, pending the acknowledgement and resolution of any pre-award dispute.

(b) Post-award bid disputes

Any dispute to the outcome of this RFPQ process must be received in writing by TPA Contact no later than ten (10) days after the date of the notification of the outcome of the selection process, or where a debriefing has been requested, no later than five (5) days after such debriefing is received. Any dispute that is not timely received or in writing will not receive further consideration.

Any written dispute with a procurement value over \$100,000 that cannot be resolved by TPA Contact through consultations with the Proponent, shall be referred to City Solicitor for an impartial review, based on the following information:

- i. A specific description of each act or omission alleged to have materially breached the procurement process;
- ii. A specific identification of the provision in the solicitation or procurement procedure that is alleged to have been breached;
- iii. A precise statement of the relevant facts;
- iv. An identification of the issues to be resolved;
- v. The Proponent's arguments, including any relevant supporting documentation; and
- vi. The Proponent's requested remedial action.

The City Solicitor, may:

- i. Dismiss the dispute;
- ii. Accept the dispute and direct TPA Contact to take appropriate remedial action, including, but not limited to, rescinding the award and any executed contract, and canceling the solicitation.

25. Supplier Code of Conduct

(a) Honesty and Good Faith

Proponents must respond to TPA's RFPQ in an honest, fair and comprehensive manner that accurately reflects their capacity to satisfy the requirements stipulated in the RFPQ. Proponents shall submit a Proposal only if they know they can satisfactorily perform all obligations of the contract in good faith. Proponents shall alert the Buyer to any factual errors, omissions and ambiguities that they discover in the RFPQ as early as possible in the process to avoid the RFPQ being cancelled.

(b) Confidentiality and Disclosure

Proponents must maintain confidentiality of any confidential TPA information disclosed to the Proponent as part of the RFPQ.

(c) Conflicts of Interest and Unfair Advantage

Proponents must declare and fully disclose any actual or potential conflict of interest or unfair advantage related to the preparation of their bid or where the Proponent foresees an actual or potential conflict of interest in the performance of the contract.

(d) Collusion or Unethical Bidding Practices

No Proponent may discuss or communicate, directly or indirectly, with any other Proponent or their Affiliated Persons about the preparation of their Bid including, but not limited to, any connection, comparison of figures or arrangements with, or knowledge of any other supplier making a submission for the same work. Proponents shall disclose to the Buyer any affiliations or other relationships with other Proponents that might be seen to compromise the principle of fair competition, including any proposed subcontracting relationships.

(e) Illegality

A Proponent shall disclose to the Buyer any previous convictions of itself or its Affiliated Persons for collusion, bid-rigging, price-fixing, bribery, fraud or other similar behaviours or practices prohibited under the Criminal Code, the Competition Act or other applicable law, for which they have not received a pardon.

(f) Interference Prohibited

No Proponent may threaten, intimidate, harass, or otherwise interfere with any TPA employee or public office holder in relation to their procurement duties. No Proponent may likewise threaten, intimidate, harass, or otherwise interfere with an attempt by any other prospective Proponent to bid for a TPA contract or to perform any contract awarded by TPA.

(g) Gifts of Favours Prohibited

No Proponent shall offer gifts, favours or inducements of any kind to TPA employees or public office holders, or otherwise attempt to influence or interfere with their duties in relation to the RFPQ or management of a contract.

(h) Misrepresentations Prohibited

Proponents are prohibited from misrepresenting their relevant experience and qualifications in relation to the RFPQ and acknowledge that TPA's process of evaluation may include information provided by the Proponent's references as well as records of past performance on previous contracts with TPA or other public bodies.

(i) Prohibited Communications

No Proponent, or Affiliated Person, may discuss or communicate either verbally, or in writing, with any employee, public office holder, or the media in relation to any solicitation between the time of the issuance of the RFPQ to the award and execution of final form of contract, unless such communication is with the Buyer and is in compliance with Chapter 140, Lobbying of the Municipal Code.

(j) Failure to Honour Bid

Proponents shall honour their Bid, except where they are permitted to withdraw their bid in accordance with the process described in the RFPQ. Proponents shall not refuse to enter into a contract or refuse to fully perform the contract once their bid has been accepted by TPA.

(k) Proponent Performance

Proponents shall fully perform their contracts with TPA and follow any reasonable direction from TPA to cure any default. Proponents shall maintain a satisfactory performance rating on their Contracts with the TPA and other public bodies to be qualified to be awarded similar contracts.

(I) Disqualification for Non-Compliance with Supplier Code of Conduct

Proponents shall be required to certify compliance with the Supplier Code of Conduct in the RFPQ Submission Form 1 (Appendix "C"), with their Bid and verify compliance, upon request from the Buyer, prior to award. Any contravention of the Supplier Code of Conduct by a Proponent, including any failure to disclose potential conflicts of interest or unfair advantages, may be grounds for the Chief Purchasing Official to disqualify a Proponent from the RFPQ and suspend the Proponent from future procurements.

26. Governing Law and Interpretation

The terms and conditions in this Appendix "A" - Terms and Conditions of RFPQ Process:

(a) are included for greater certainty and intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

(b) are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

(c) are to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

APPENDIX B

AGREEMENT TERMS AND CONDITIONS

Note to Appendix:

The terms set out in this Appendix shall be incorporated in any Agreement entered into with the recommended Proponent substantially in the form as presented in the Appendix. These terms are mandatory and are not negotiable. Any Proponent wishing to request that the TPA consider any changes to the terms and conditions set out in Appendix "B" must follow the process outlined in Section 5 of Appendix "A".

1. Compliance with Laws

The Vendor will be required to comply, at its sole expense, with all federal, provincial and municipal laws, rules and regulations (including, without limitation, the City's Fair Wage and other policies or by-laws applicable to the TPA's vendors, the Ontario Fire Code, the Ontario Employment Standards Act, the Ontario Human Rights Code, the Ontario Labour Relations Act, the Workplace Safety and Insurance Act, the Income Tax Act and Occupational Health and Safety requirements) in relation to the provision of any Services, including the obtaining of all necessary permits and licences, and shall submit proof of such compliance to TPA, upon request, and the Vendor shall indemnify and save TPA harmless from any liability or cost suffered by it as a result of the vendor's failure to comply with this provision.

2. Non-Exclusivity

The awarding of an Agreement to a Vendor shall not be a guarantee of exclusivity.

3. Confidentiality

The Vendor shall treat as confidential all information of any kind which comes to the attention of the Vendor in the course of carrying out the Services and shall not disseminate such information for any reason without the express written permission of TPA or otherwise in accordance with MFIPPA or other applicable privacy law. The Vendor may be required to enter into a detailed confidentiality and conflict of interest agreement in a form satisfactory to the City Solicitor.

4. Conflict of Interest

The Vendor shall: (a) avoid any Conflict of Interest in the performance of its contractual obligations; (b) disclose to the TPA without delay any actual or potential Conflict of Interest that arises during the performance of its contractual obligations; and (c) comply with any requirements prescribed by TPA to resolve any Conflict of Interest. In addition to all other contractual rights or rights available at law or in equity, TPA may immediately terminate the Contract upon giving notice to the Vendor where: (a) the Vendor fails to disclose an actual or potential Conflict of Interest; (b) the Vendor fails to comply with any requirements prescribed by TPA to resolve or manage a Conflict of Interest; or (c) the Vendor's Conflict of Interest cannot be resolved to TPA's reasonable satisfaction.

5. Indemnities

The Vendor shall indemnify and save harmless the City of Toronto, its Mayor, Members of Council, officers, employees, and agents from and against any losses, liens, charges, claims, demands, suits, proceedings, recoveries and judgements (including legal fees and costs) arising from or related to the Vendor's performance or non-performance of its obligations, including payment obligations to its approved subcontractors and suppliers and others, and including breach of any confidentiality obligations under this Agreement.

Upon assuming the defence of any action covered under this section the Vendor shall keep City of Toronto and Toronto Parking Authority reasonably informed of the status of the matter, and the Vendor shall make no admission of liability or fault on Toronto Parking Authority and City of Toronto's part without Toronto Parking Authority's written permission.

6. Intellectual Property Indemnity

The Vendor shall indemnify and save harmless the City of Toronto, its Mayor, Members of Council, officers, employees, and agents from and against any losses, liens, charges, claims, demands, suits, proceedings, recoveries and judgements (including legal fees and costs) arising from infringement, actual or alleged, by the Proposal, its use or misuse, or by any of the deliverables developed or provided or supplied under or used in connection with the Services (including the provision of the Services themselves), of any Canadian, American or other copyright, moral right, trade-mark, patent, trade secret or other thing with respect to which a right in the nature of intellectual/industrial property exists.

7. Employment & WSIB Indemnity

Nothing under this Agreement shall render the TPA responsible for any employment, benefit or termination liability (including those under or in connection with the Workplace Safety and Insurance Act, 1997 or any successor legislation ("WSIA"), whether statutorily required, at common law or otherwise, resulting from Services supplied under this Agreement by persons employed or otherwise engaged by the Vendor. In the event that employment related costs, or other related responsibility falls to TPA for any reason whatsoever, the Vendor agrees to indemnify TPA for such costs.

8. No Assignment

The Vendor shall not assign any part of the project that may be awarded to it under the Agreement without the prior written consent of TPA, which consent shall not be unreasonably withheld. However, such written consent shall not under any circumstances relieve the Vendor of its liabilities and obligations under this RFPQ and the Agreement.

9. Subcontractors

The Vendor shall be solely responsible for the payment of every subcontractor employed, engaged, or retained by it for the purpose of assisting it in the performance of its obligations under the Agreement. The Vendor shall coordinate the services of its subcontractors in a manner acceptable to TPA, and ensure that they comply with all the relevant requirements of the Agreement. The Vendor shall be liable to TPA for all costs or damages arising from acts, omissions, negligence or wilful misconduct of its subcontractors.

10. Personnel and Performance

The Vendor shall make available appropriately skilled workers, consultants or subcontractors, as appropriate, and must be able to provide the necessary materials, tools, machinery and supplies to carry out the project.

The Vendor shall be responsible for its own staff resources and for the staff resources of any subcontractors and third-party service providers.

The Vendor shall ensure that its personnel (including those of approved sub-contractors), when using any City and/or TPA buildings, premises, equipment, hardware or software shall comply with all security policies, regulations or directives relating to those buildings, premises, equipment, hardware or software.

Personnel assigned by the Vendor to perform or produce the Services or any part of it, (including those of approved subcontractors) may, in the sole discretion of TPA, be required to sign non-disclosure Agreement(s) satisfactory to TPA before being permitted to perform such services.

11. Independent Contractor

The Vendor and the TPA agree and acknowledge that the relationship between the TPA and the Vendor is one (1) of owner and independent contractor and not one (1) of employer-employee. Neither is there any intention to create a partnership, joint venture or joint enterprise between the Vendor and the TPA.

12. Insurance

The minimum insurance coverage requirement for the Business Strategy and Marketing Services Vendor of Record (VOR) arrangement 2021 is \$2 Million for Commercial General Liability (CGL) Insurance and \$2 Million for Errors and Omissions (E&O) Insurance. Certificates of insurance for the minimum insurance coverage are required to be submitted, and approved by TPA prior to a successful Vendor beginning work on its first SOW.

13. Warranties and Covenants

The Vendor represents, warrants and covenants to TPA (and acknowledges that TPA is relying thereon) that any deliverable resulting from or to be supplied or developed under the Agreement will be in accordance with TPA's functional and technical requirements (as set out in the RFPQ) and, if applicable, will function or otherwise perform in accordance with such requirements.

14. Third Party Software

Where TPA is in possession of software containing or constituting confidential proprietary information belonging to third parties, the Vendor shall not, except in the usual incidental manner genuinely necessary for the intended use of such software on the equipment of TPA,

analyze, copy, decompile, disassemble, translate, convert, reverse engineer or duplicate any physical embodiment or part thereof, or permit any person to do so; or

divulge to any unauthorized person the ideas, concepts or techniques, or make any other improper use, of such software.

The Vendor shall fully defend, save harmless and indemnify the City and TPA from and against any loss or damages suffered by the City/TPA as a result of any failure by the Vendor, its officers, directors, partners, contract personnel, agents and employees or any of them to comply with the provisions hereof.

Should the Vendor include third party components within the Solution, the Vendor must secure the rights to use and repackage third party components and pass on those rights to TPA without additional charges.

15. Ownership of Intellectual Property and Deliverables

TPA will own all intellectual property rights, including (without limitation) copyright, in and to all deliverables provided by the Vendor and its subcontractors. All information, data, plans, specifications, reports, estimates, summaries, photographs and all other documentation prepared by the Vendor in the performance of the Services under the Agreement, whether they be in draft or final format, shall be the exclusive property of TPA.

16. Termination Provisions

Upon giving the Vendor not less than thirty (30) days' prior written notice, TPA may, at any time and without cause, cancel the Agreement, in whole or in part. In the event of such cancellation, TPA shall not incur any liability to the Vendor apart from the payment for the goods, material, articles, equipment, work or services that have been satisfactorily delivered or performed by the Vendor at the time of cancellation.

Failure of the Vendor to perform its obligations under the Agreement shall entitle TPA to terminate the Agreement upon ten (10) calendar days' written notice to the Vendor if a breach which is remediable is not rectified in that time. In the event of such termination, TPA shall not incur any liability to the Vendor apart from the payment for the goods, material, articles, equipment, work or services that have been satisfactorily delivered or performed by the Vendor at the time of termination.

All rights and remedies of TPA for any breach of the Vendor's obligations under the Agreement shall be cumulative and not exclusive or mutually exclusive alternatives and may be exercised singularly, jointly or in combination and shall not be deemed to be in exclusion of any other rights or remedies available to TPA under the Agreement or otherwise at law.

No delay or omission by TPA in exercising any right or remedy shall operate as a waiver of them or of any other right or remedy, and no single or partial exercise of a right or remedy shall preclude any other or further exercise of them or the exercise of any other right or remedy.

Upon termination, all originals and copies of data, plans, specifications, reports, estimates, summaries, photographs, and other documents that have been accumulated and/or prepared by the Vendor in performance of the Agreement shall be delivered to TPA in a clean and readable format.

17. Right to Audit

The TPA may audit all financial and related records associated with the terms of the Agreement including timesheets, reimbursable out of pocket expenses, materials, goods, and equipment claimed by the Vendor. The Vendor shall at all times during the term of the contract, and for a period of 5 years following completion of the Agreement, keep and maintain records of the Work performed pursuant to this Agreement. This shall include proper records of invoices, vouchers, timesheets, and other documents that support actions taken by the Vendor. The Vendor shall at his own expense make such records available for inspection and audit by TPA at all reasonable times.

18. Liquidated Damages

If the Vendor at any time fails to supply all goods or services to the TPA as specified within the Agreement, or fails to replace goods or services rejected by TPA, then TPA shall be permitted to procure such goods or services elsewhere and charge any additional costs incurred by TPA to the vendor as liquidated damages,

unless otherwise specified, and deduct such amounts from payments due to the Vendor or to otherwise collect such costs from the vendor by any other method permitted by law.

19. Right to Retain Monies

TPA shall have the right to retain out of monies payable to the vendor under the Agreement the total amount outstanding for time to time of all claims arising out of the default of the Vendor of its obligations to TPA. This shall include claims pursuant to this or any other contract or cause of action between the Vendor and TPA which have not been settled between TPA and the Vendor.

20. Occupational Health and Safety

The Vendor shall comply with all federal, provincial or municipal occupational health and safety legislative requirements, including, and without limitation, the *Occupational Health and Safety Act*, R.S.O., 1990 c.0.1 and all regulations thereunder, as amended from time to time (collectively the "OHSA").

Nothing in this section shall be construed as making TPA the "employer" (as defined in the OHSA) of any workers employed or engaged by the Vendor for the service, either instead of or jointly with the Vendor.

The Vendor agrees that it will ensure that all subcontractors engaged by it are qualified to perform the services and that the employees of subcontractors are trained in the health and safety hazards expected to be encountered in the services.

The Vendor acknowledges and represents that:

The workers employed to carry out the services have been provided with training in the hazards of the services to be performed and possess the knowledge and skills to allow them to work safely;

The Vendor has provided, and will provide during the course of the agreement, all necessary personal protective equipment for the protection of workers;

The Vendor's supervisory employees are competent, as defined in the OHSA, and will carry out their duties in a diligent and responsible manner with due consideration for the health and safety of workers;

The Vendor has in place an occupational health and safety, workplace violence and workplace harassment policies in accordance with the OHSA; and

The Vendor has a process in place to ensure that health and safety issues are identified and addressed and a process in place for reporting work-related injuries and illnesses.

The Vendor shall provide, at the request of the Project Manager or his designate, the following as proof of the representations made in paragraph d(i) and d(iv):

documentation regarding the training programs provided or to be provided during the services (i.e. types of training, frequency of training and re-training); and

the occupational health and safety policy.

The Vendor shall immediately advise the Project Manager or his designate in the event of any of the following:

A critical injury that arises out of services that is the subject of this agreement;

An order(s) is issued to the Vendor by the Ministry of Labour arising out of the services that is the subject of this agreement;

A charge is laid or a conviction is entered arising out of the services that is the subject of this agreement, including but not limited to a charge or conviction under the OHSA, the Criminal Code, R.S.C 1985, c. C-46, as amended and the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A, as amended.

The Vendor shall be responsible for any delay in the progress of the services as a result of any violation or alleged violation of any federal, provincial or municipal health and safety requirement by the Vendor, it being understood that no such delay shall be a force majeure or uncontrollable circumstance for the purposes of extending the time for performance of the services or entitling the Vendor to additional compensation, and the Vendor shall take all necessary steps to avoid delay in the final completion of the services without additional cost to the TPA.

The parties acknowledge and agree that employees of the TPA, including senior officers, have no authority to direct, and will not direct, how employees, workers or other persons employed or engaged by the Vendor do work or perform a task that is the subject of this agreement.

21. Workplace Safety and Insurance Act

The Vendor shall secure, maintain and pay all costs for Workplace Safety and Insurance Board ("WSIB") workers' compensation coverage for its employees providing Services under this agreement, whether required statutorily or not under the Workplace Safety and Insurance Act, 1997.

The Vendor represents and warrants that it shall be in good standing with the WSIB throughout the term of this agreement. Prior to supplying the Services and prior to receiving payment, the Vendor shall produce a Clearance Certificate issued by the WSIB confirming that the Vendor has paid its assessment based on a true statement of the amount of its current payroll in respect of the Services and that TPA is relieved of financial liability. Thereafter, throughout the period of Services being supplied, a new Clearance Certificate will be obtained from the WSIB by the Vendor and provided to TPA every ninety (90) days or upon expiry of the Certificate's validity period whichever comes first.

The Vendor shall ensure that any and all persons, including but not limited to volunteers, students, subcontractors and independent contractors, providing services under this agreement, have secured WSIB coverage, whether required statutorily or not, for the term of this agreement.

22. Accessibility Standards and Customer Service Training Requirements

The Vendor must ensure that all deliverables conform to the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

The Vendor shall require all applicable personnel (including those of its subcontractors) to fulfill the training requirements set out in the City's policy on Accessible Customer Service Training Requirements

for Contractors, Consultants and other Services Providers. For a copy of the City of Toronto requirement, visit the website at

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=14167182e253b510VgnVCM10000071d60f89RCRD>

APPENDIX C

STANDARD SUBMISSION FORMS

FORM 1: Proposal Submission Form – Mandatory

FORM 2: Notice of No Submission – If Applicable



PROPOSAL SUBMISSION FORM

FORM 1

REQUEST FOR PREQUALIFICATION NO. RFPQ # PS2023-03
PARKING ACCESS REVENUE CONTROL SYSTEMS VENDOR OF RECORD
CLOSING: 2:00PM (LOCAL TORONTO TIME) <June 14, 2023>

1 PROPONENT INFORMATION

Please complete following form, and name one (1) authorized person to be the contact for the procurement process and for any clarifications or amendments that might be necessary.

Full Legal Name of Proponent:	
Any Other Trade Name under Which the Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Company Website (If Any):	
Contact Person and Title:	
Contact Phone:	
Contact E-mail:	

2 REQUEST FOR PROPOSAL TERMS, CONDITIONS AND SPECIFICATIONS

By signing this form, the Proponent agrees that if selected to provide the goods and/or services described in this Request for Prequalification document, they will provide those goods and/or services in accordance with the terms, conditions, and specifications contained in the Request for Prequalification document and in accordance with the Proponent's proposal submission.

**PROPOSAL SUBMISSION FORM****3 POLICIES**

The Proponent has read, understood and agrees to comply with the policies, practices and statements found on the City's website at the following link:

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=6281a73f0243b510VgnVCM10000071d60f89RCRD>

Without limiting the Proponent's acknowledgement of the City's general procurement policies, by signing this form, the Proponent acknowledges and certifies that the Proponent, and any of its proposed subcontractors, will provide the goods and/or services in compliance with the following specific policies:

3.1 DECLARATION OF COMPLIANCE WITH THE CITY'S SUPPLIER CODE OF CONDUCT

By signing this form, the Proponent acknowledges that it has read and understands its obligations under the Toronto Supplier Code of Conduct and further certifies that the Proponent, and any of its proposed subcontractors, will provide the services in compliance with the Toronto's Supplier Code of Conduct.

Refer to the Supplier Code of Conduct in Article 13 of Chapter 195, Purchasing, of the Toronto Municipal Code.

3.1.1 PROHIBITION AGAINST COLLUSION AND UNETHICAL BIDDING

If the box below is left blank, the Proponent will be deemed to declare that it had no affiliation or other relationships with other Proponents that might be seen to compromise the principle of fair competition, including any proposed subcontracting relationships.

If the Proponent declares an affiliation or other relationship with other Proponents that might be seen to compromise the principle of fair competition, the Proponent must set out the details below:

Refer to the Supplier Code of Conduct in Section 3.1 of Form 1 of this RFPQ.

3.1.2 PROHIBITION AGAINST ILLEGALITY

If the box below is left blank, the Proponent will be deemed to declare that it has no previous convictions of itself or affiliated persons for collusion, bid-rigging, price-fixing, bribery, fraud, or other similar behaviors or practices prohibited under the *Criminal Code*, the *Competition Act*, or other applicable law, for which the Proponent has not received a pardon.

**PROPOSAL SUBMISSION FORM**

If the Proponent declares that it has previous convictions of itself or affiliated persons, the Proponent must set out the details below:

Refer to the Supplier Code of Conduct in Section 3.1 of Form 1 of this RFPQ.

3.1.3 CONFLICTS OF INTEREST OR UNFAIR ADVANTAGE

For the purposes of this section, the term **“Conflict of Interest”** means

- (a) in relation to the procurement process, the Proponent has, or is seen to have, an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the TPA in the preparation of its proposal that is not available to other Proponents, (ii) communicating with any person with a view to influencing preferred treatment in the procurement process (including but not limited to the lobbying of decision makers involved in the procurement process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the procurement process; or
- (b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the Proponent’s other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Potential Conflicts of Interest or unfair advantage include, but are not limited to:

- (1) Engaging current or former TPA employees or public office holders to take any part in the preparation of the proposal or the performance of the contract if awarded, any time within two (2) years of such persons having left the employ or public office of the TPA;
- (2) Engaging any family members, friends or private business associates of any public office holder which may have, or appear to have, any influence on the procurement process or performance of the contract, if awarded;
- (3) Prior involvement by the supplier or affiliated persons in developing the technical specifications or other evaluation criteria for the solicitation;
- (4) Prior access to confidential TPA information by the supplier, or affiliated persons, that is materially related to the solicitation and that was not readily accessible to other prospective Proponents; or
- (5) The Proponent or its affiliated persons are indebted to or engaged in ongoing or proposed litigation with the City and/or TPA in relation to a previous contract.



PROPOSAL SUBMISSION FORM

If the box below is left blank, the Proponent will be deemed to declare that (a) there was no Conflict of Interest in connection with preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in this RFSQ process.

The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the procurement.



PROPOSAL SUBMISSION FORM

FORM 1

If the Proponent declares an actual or potential Conflict of Interest, the Proponent must set out the details below:

The following individuals, as employees, advisers, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the TPA and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

Name of Individual:
Job Classification:
Department:
Last Date of Employment with the TPA:
Name of Last Supervisor:
Brief Description of Individual's Job Functions:
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:

(Repeat above for each identified individual. Proponents may include this information on a separate sheet if more space is required)

The Proponent agrees that, upon request, the Proponent shall provide the TPA with additional information from each individual identified above in a form prescribed by the TPA.

3.2 RIGHT TO REJECT DEBTORS AND SET OFF POLICY

For a copy of the City of Toronto Policy, visit the website:

[RIGHT TO REJECT DEBTORS AND SET OFF POLICY](#)

3.3 ENVIRONMENTALLY RESPONSIBLE PROCUREMENT STATEMENT

For a copy of the City of Toronto Environmentally Responsible Procurement Policy, visit the website:

[ENVIRONMENTALLY RESPONSIBLE PROCUREMENT STATEMENT](#)

State if environmentally preferred products/service is being offered: YES _____ NO _____

State briefly the environmental benefit of the product/service offered:

**PROPOSAL SUBMISSION FORM**

3.4 DECLARATION OF COMPLIANCE WITH ANTI-HARASSMENT/DISCRIMINATION LEGISLATION & CITY POLICY

Organizations/individuals in Ontario, including the City of Toronto, have obligations under the Ontario Human Rights Code, the Occupational Health and Safety Act, the Employment Standards Act, the Accessibility for Ontarians with Disabilities Act, the Criminal Code of Canada and the Charter of Rights and Freedoms. In addition, the City of Toronto also has policies that prohibit discrimination on the additional grounds of political affiliation or level of literacy, subject to the requirements of the Charter. Organizations are required to have and post policies, programs, information, instruction, plans and/or other supports, and an appropriate internal process available to their employees and service recipients to prevent, address and remedy discrimination, racism, harassment, hate and inaccessibility complaints under the applicable legislation and including the additional grounds of discrimination prohibited under City policy. Individuals are obliged to refrain from harassment/hate activity.

The City of Toronto requires all organizations and individuals that contract with the City to sign the following Declaration of Compliance with Anti-Harassment/Discrimination Legislation & City Policy. This Declaration must be signed by your organization and submitted with the contract or Letter of Understanding. The name of your organization and the fact that you have signed this declaration may be included in a public report to City Council.

Declaration:

I/we uphold our obligations under the above provincial and federal legislation. In addition, I/we uphold our obligations under City policies which prohibit harassment/discrimination on a number of grounds including political affiliation and level of literacy.

WHERE LEGALLY MANDATED I/we have in place the necessary policies, programs, information, instruction, plans and/or other supports that are consistent with our obligations, and I/we have an internal process available to my/our employees and service recipients to prevent, address and remedy discrimination, racism, harassment, hate and inaccessibility complaints. I/we agree that I/we shall, upon the request of the City and/or TPA, provide evidence of the policies, programs, information, instruction, plans and other supports and an appropriate internal complaint resolution process required under this Declaration which is sufficient to allow the City/TPA to determine compliance. I/We acknowledge that failure to demonstrate compliance with this declaration to the satisfaction of the operating Department, in consultation with the City Solicitor, may result in the termination of the contract.

3.6 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE TRAINING REQUIREMENTS POLICY

For a copy of the City of Toronto Policy, visit the website:

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=14167182e253b510VgnVCM10000071d60f89RCRD>



PROPOSAL SUBMISSION FORM

FORM 1

4 DISCLOSURE OF INFORMATION

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the TPA to the TPA's advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.

The proponent shall provide the TPA with ***ongoing disclosure***, should the proponent be awarded a contract and any of the information provided above change.

5 ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA BY NUMBER AND ISSUE DATE

I/WE ACKNOWLEDGE THE RECEIPT OF ALL ADDENDA ISSUED:

ADDENDUM No(s). _____ TO _____ DATED _____ TO _____

.....

SIGNATURE OF AUTHORIZED SIGNING OFFICER

PRINTED NAME OF SIGNING OFFICER

I have authority to bind the proponent and attest to the accuracy of the information provided in this proposal.



THIS FORM (6 PAGES) MUST BE COMPLETED, SIGNED AND SUBMITTED WITH YOUR PROPOSAL OR YOUR PROPOSAL WILL BE DECLARED NON-COMPLIANT.



NOTICE OF "NO SUBMISSION"

RFPQ #:	PS2023-03
CLOSING DATE:	June 14, 2023

IMPORTANT - PLEASE READ THIS

It is important to the Toronto Parking Authority to receive a reply from all invited Proponents. There is no obligation to submit a Proposal; however, should you choose not to submit, completion of this form will assist the TPA in determining the type of services you are interested in submitting a Proposal in the future.

INSTRUCTIONS:

If you are unable, or do not wish to submit a Proposal on this Request for Prequalification, please complete the following portions of this form. State your reason for not submitting a Proposal by checking applicable box(es) or by explaining briefly in the space provided. It is not necessary to return any other Request for Prequalifications documents.

1. We do not offer this service.

2. We do not offer services to these requirements.

3. Unable to offer services competitively.

4. Cannot handle due to present commitments.

5. Quantity/project too large.

6. Cannot meet delivery/completion requirements.

7. Licensing restrictions.

Other reasons or additional comments.

Do you wish to participate in Request for Prequalifications for services in the future? YES ____ NO ____

For TPA's use only - Do not write in this space.

Company Name:

	Address:	
	Signature of Company Representative:	
	Position:	
	Date:	Tel. No.:
		Fax No.:

APPENDIX D

PROPOSAL EVALUATION TABLE(S)

Stage 1: MANDATORY REQUIREMENTS (Section 5)		Pass/Fail
A. Mandatory Submission Requirements (per Section 2)		Pass/Fail
Stage 2: PROPOSAL STRUCTURE, ATTRIBUTES AND CONTENTS (Section 2.2)		
Quality of Proposal	- Overall completeness and comprehensive understanding of requirements - Overall impression of submission quality - Unique insight and value-added opportunities - Proponent profiled, including relevant corporate experience and commitment to quality and proponent's policy indicating commitment to employee and supplier diversity and whether a certified diverse supplier	10
Resources Experience and Qualifications for Key Roles	- Comprehensive outline of resources, covering all required aspects of work programs - Team organization: - Role responsibilities clearly defined - Logical reporting path - Coordination of sub-agencies or sub-consultants (if any) - Organizational chart - Experience, quality, and availability of key project resources, including senior, mid, and entry level roles - Experience and quality of team members (matching appropriately skilled staff and subs to tasks): - Expertise demonstrated across the following areas (depending on category for submission): partnerships, asset development and upkeeping with industry innovative technological solutions, business intelligence, data analytics and insights, system integration, compatibility and flexibility with existing infrastructure and scalability for future solutions	40
Company Experience and Qualifications	- Demonstrated experience in working with large scale clients across both off-street and on-street parking environments. - Relevant experience with Functional Requirements - Provide project examples of similar size and scope. List the project team members that worked on each project and their roles/responsibilities - Provide relevant Case Studies which demonstrate the proponent's experience in delivering and operating similar	50

	work and ability to provide solutions and results to business problems, and outlined desired outcomes • Clearly communicated relevance between project experience and Functional Requirements • Description of quality control/quality assurance measures that are in place to ensure that the quality and service level PARCS services meet the requirements of TPA • Description of cost control measures that will be implemented to ensure cost-effective solutions • Provide detailed responses to Desired Outcomes as outlined in Section 7 (Subsection 7.1 to 7.8) including key elements	
Stage 2 Total		100
Stage 2: Proponent must score a minimum of 85 out of 100 points (85%) in order to be considered for Stage 3.		
Stage 3: INTERVIEW/PRESENTATION AND/OR REFERENCE CHECKS (if required). (See Section 3.5 for further information)		
TOTAL SCORE		100
Proponent must score a minimum of 85 out of 100 points (85%) in order to be considered for Contract Award		

During Stage 1, TPA will review all Bids to determine whether each Bid will ‘Pass’ or ‘Fail’, in whole or in part, based on whether or not it meets the Mandatory Submission & Other Mandatory Requirements. All Bidders must have their Bid pass Stage 1 to proceed to Stage 2. Bids that do not pass will be disqualified and not be evaluated further.

During Stage 2, TPA will review all bids and score each proponent based on each Service Category submission, separately. A minimum score of 85 out of 100 points (85%) is required to pass Stage 2.

Stage 3, is at the full discretion of the TPA.

In order to be considered for the Parking Access Revenue Control Systems Vendor of Record (PARCS VOR) arrangement 2023 a proponent must score at least 85 out of 100 points (85%). TPA reserves the right to select 1-5 vendors for each Service Category.

