
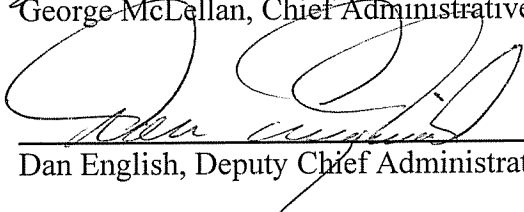


**Halifax Regional Council**  
**February 18, 2003**

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**

  
George McLellan, Chief Administrative Officer

  
Dan English, Deputy Chief Administrative Officer

**DATE:** February 12, 2003

**SUBJECT:** **Request for Proposal 02-081**  
**Uniformed Parking Enforcement Services**

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**ORIGIN**

Since amalgamation, the Canadian Corps of Commissionaires has been contracted to provide uniformed parking enforcement services to the Halifax Regional Municipality. As the terms of this contract had expired, staff publicly advertised for Uniformed Parking Enforcement Services through the Request for Proposal process to be contracted on a one year term to be renewed on an annual basis up to a five year maximum on terms satisfactory to the Halifax Regional Municipality.

**RECOMMENDATION**

It is recommended that:

1. Council award Canadian Corps of Commissionaires, the highest ranking proponent, to provide Uniformed Parking Enforcement Services, on a one year term to be renewed on an annual basis up to a five year maximum on terms satisfactory to the Halifax Regional Municipality.

## BACKGROUND

There are three specific service requirements in this RFP: 1) Foot Patrol - to manage parking enforcement, on foot, within the core areas of HRM, 2) Vehicle Enforcement - to provide vehicle enforcement, 24 hours a day, 7 days a week, as dispatched through the 911 centre and 3) Coin Collection - to collect coin from parking meters and delivery for processing.

Responsibilities in the contract include that under the general direction of assigned HRM Parking Ticket Enforcement staff, the service provider will carry out in a courteous and respectful manner, parking ticket issuance and enforcement under the Motor Vehicle Act, HRM bylaws and regulations within the areas as defined by the HRM and so an RFP process was considered the most appropriate vehicle to use to find the quality service provider necessary for this work. Parking Enforcement officers are responsible to ensure the need for public safety and traffic flow are met. In addition to parking enforcement, there is a requirement to provide collection services for approximately 2,000 parking meters. Revenue from parking meters is collected based on assigned schedules and delivered for processing by HRM staff.

This is the first time we will have a contract in place for this service that sets out expectations and performance standards around how the service is delivered. This new approach will, in staff's view, improve the level of service delivery for parking enforcement.

The service provider will play an active role in managing and maintaining established or modified service delivery as determined by the HRM. This includes ensuring that sufficient resources are available to maintain the level of service as required by the HRM, on an as needed basis, and responding to performance and/or contractual issues in a timely and effective manner.

Over the past year, 2001-2002, over 150,000 parking tickets were issued by foot patrol and vehicle enforcement officers. This accounts for approximately 82% of the total parking tickets issued in the Halifax Regional Municipality.

## DISCUSSION

Call for proposals for these services were advertised on September 7, 2002 and September 11, 2002 and closed on September 27, 2002. All prospective proponents were invited to attend an Information Meeting on September 16, 2002 in order to meet with staff, ask questions and review the RFP document. Twelve companies received RFP documents and the following five proponents submitted responses:

Canadian Corps of Commissionaires  
Imperial Parking Canada Corporation  
Northeastern Security & Investigations Inc.  
Resource Management and Consulting  
Sagittarius Investigations & Security Consultants Inc.

The following two companies were short listed:

Canadian Corps of Commissionaires  
Northeastern Security & Investigations Inc.

The proposals were evaluated based on the following criteria and as detailed on the attached Appendix A - Summary of Evaluation Criteria, expertise of firm, management of team/personnel/training, service, transition management and cost. The evaluation team consisting of staff from Financial Services - General Revenue and Parking Enforcement, Police Services and facilitated by Procurement, concluded that the Canadian Corps of Commissionaires was the highest ranking proponent who best met the Terms of Reference and therefore recommended that the Canadian Corps of Commissionaires be awarded the work.

The average cumulative score and ranking of the two short listed proponents out of 100 points is summarized in the following table:

<b>Proponent</b>	<b>Average Cumulative Score</b>	<b>Ranking</b>
Canadian Corps of Commissionaires	68	1
Northeastern Security & Investigations Inc.	60	2

In keeping with corporate objectives to improve client service delivery, the evaluation process emphasized the ability of the successful proponent to actually deliver the service requested in the manner prescribed. In the area of service delivery 75 points of 100 were allotted to this key criteria. The Canadian Corps of Commissionaires scored 51 out of 75 in this area. Northeastern Security & Investigations Inc. scored 40 out of 75. On the price criteria the difference in favour of Northeastern Security was only 1 point of 15 allotted.

It is therefore recommended that the Canadian Corps of Commissionaires be awarded the contract for RFP 02-081, Uniformed Parking Enforcement Services.

## BUDGET IMPLICATIONS

Funds are available in the 2002/2003 Operating Budget in account A315-6399.

## FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

## ALTERNATIVES


1. Council could direct that parking enforcement be managed by Police Services through the use of police officers. This would be an inefficient use of police resources and staff do not recommend that this option be pursued.

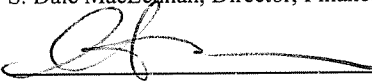
## ATTACHMENTS

### Appendix A - Summary of Evaluation Criteria

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Dave Cormier, Team Leader General Revenue & Payment Processing 490-4201  
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Report Approved by:   
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## APPENDIX A

### SUMMARY OF EVALUATION CRITERIA

<b>HALIFAX REGIONAL MUNICIPALITY</b> Uniformed Parking Enforcement Services  <b>SUMMARY OF EVALUATION CRITERIA RFP # 02-081</b>			
<b>PROPOSAL:</b> Uniformed Parking Enforcement Services  <b>Evaluated by:</b> Financial Services - General Revenue and Parking Enforcement, Police Services, and facilitated by Procurement		<b>#02-081</b>	
CRITERIA	MAX. SCORE	SUBMISSION	
		Corps of Commissionaires	Northeastern Security
<b>EXPERTISE OF FIRM</b> relevant qualifications	30	19	10
<b>MANAGEMENT OF TEAM/PERSONNEL/ TRAINING</b> responsibilities of senior management, training programs	20	15	12
<b>CUSTOMER SERVICE</b> policies and procedures service standards	25	17	18
<b>TRANSITION MANAGEMENT</b> ability to facilitate similar transitions	10	3	5
<b>COSTS</b> fee schedule associated costs	15	14 \$351,886	15 \$332,015
<b>TOTAL</b>		<b>68</b>	<b>60</b>
<b>RANKING</b>		<b>1</b>	<b>2</b>