



REQUEST FOR PROPOSALS

June 27, 2024

FOR SUPPLY OF AN AUTOMATED TELLER MACHINE ("ATM")

THE CITY OF QUESNEL

CLOSING DATE: July 18, 2024 at 2:00 p.m. (Pacific Standard Time)

INTRODUCTION

The City of Quesnel ("The City") seeks proposals from vendors for the supply of an Automated Teller Machine at the West Fraser Center Arena.

The City of Quesnel and Cariboo Regional District are joint owners of the West Fraser Center however the City of Quesnel manages the North Cariboo Recreation & Parks function which includes the West Fraser Center Arena, Arena 2 and the Quesnel Arts & Recreation Center. The West Fraser Centre opened in 2017 and can accommodate up to 1,300 seated spectators and hosts community recreational opportunities for youth & adult sports combined. These include Minor Hockey, Figure Skating, Ringette, Lacrosse, Senior Men's Hockey Quesnel Kangaroos and our newly formed Quesnel River Rush Jr A hockey team. The City is seeking vendors who can supply an automated teller machine ("ATM") to submit a proposal for ATMs at the West Fraser Center arena. Proponents shall be able to supply service with the possibility of other facilities in the future.

- The desired term for a new agreement is a three (3) year agreement with the option to be extended for two (2) additional years.
- Proponents responding to this RFP should adhere to the guidelines and format described in these documents.
- This RFP is not a tender and is not subject to the laws of competitive bidding. No bid contract or agreement is created by the submission of a proposal.

INQUIRIES

Any inquiries concerning this RFP should be directed by email to the following:

Richard Gauthier, Recreation Manager, City of Quesnel at rgauthier@quesnel.ca

Jeff Norburn, Director of Community Services, City of Quesnel at jnorburn@quesnel.ca

- Please include the name of your company and "ATM RFP" in the email subject line of any correspondence (example: Company Name - ATM RFP).
- All inquiries should be submitted by email and received by the City on or before July 12, 2024 by 2:00pm PST
- The City may contact you in writing for clarification on your responses.
- Proponents should refrain from contacting other employees or agents of the City of Quesnel, CRD or members of Council of the City in respect of this RFP process

The Quesnel and District Arts and Recreation Centre is jointly funded by the City of Quesnel and Cariboo Regional District (CRD) under the CRD's North Cariboo Recreation and Parks function.

- Any and all changes to the RFP required before the proposal closing will be issued in the form of a written addendum and posted on the City of Quesnel Website and BC Bid. If addenda are issued, their receipt must be acknowledged by the proponents in the appropriate section of the Form of Proposal. The Owners will assume no responsibility for oral instructions or suggestions.

SUBMISSION OF PROPOSALS

One (1) electronic copy of the proposal should be submitted by email to rgauthier@quesnel.ca / jnorburn@quesnel.ca by 2:00 pm (Pacific Standard Time), July 18, 2024 and in addition to the other requirements for submissions, must meet the following:

- Subject line to include: Proponent's name and "ATM RFP";
- Message body to include respondent name, company, contact information and a brief description of the project.
- Submission should include pictures of the ATM machine and meet the service requirements.
- Submission attachment must be in .pdf format with the Proponent's name and "ATM RFP" in the file name.
- Submissions will be date and time stamped based on the date and time shown when the email is received.
- Proposals and accompanying documentation provided to the City in response to this RFP will not be returned.
- Any proposals received after 2:01 pm on July 18, 2024 will not be considered.

COST OF PROPOSALS

The City is not responsible for any costs incurred by Proponents in preparing their proposals, attending any meetings or interviews with the City, making any presentations to the City in connection with their proposals, or otherwise incurred in connection with this RFP process.

EVALUATION PROCESS

Proposals will be opened and evaluated privately. In assessing proposals, the City will take into consideration the following evaluation criteria:

- satisfaction of the specifications for the services identified in the Service Requirements;
- ability, qualifications, experience and capacity of the Proponent to provide and successfully complete the services required by the City as well as any optional services offered by the Proponent, in a timely, safe, efficient and quality manner;
- Value added benefits proposal will provide the City, users or community
- any agreement terms & conditions the Proponent is not prepared to accept.

The City will choose the qualified Proponent with the overall best value proposal, as determined by the City in its sole discretion, having regard to the evaluation criteria referred to above/below.

Criteria

• Ability to meet the City's Service Requirements	35
• Proponents Fee Proposal	10
• Qualifications and Experience	20
• Service Plan Delivery	20
• Value added Benefits	15

The City will also consider the following:

- Previous or current experience of the City in working with the Proponent; and
- information received from any source that the City considers reliable.
- The City may, in its sole discretion, request clarification from a Proponent during the evaluation process.
- Proponents are advised that the evaluation process is subjective in nature and the City's intention is to consider, in its sole discretion, each proposal on its merits, without regard to the rules or principles of competitive bidding.
- The City may short-list Proponents and conduct interviews with short-listed Proponents at its sole discretion. Furthermore, The City may negotiate any and all aspects of a proposal, including but not limited to the fee proposal, and the anticipated agreement terms.
- An invitation to interview or to negotiate does not obligate the City to conclude or enter into an agreement with that Proponent. The City may interview or may negotiate any aspect of any proposal with one or more Proponents at any time.

ANTICIPATED SCHEDULE OF EVENTS

The following is the anticipated schedule of events related to this RFP. These dates are provided as target dates only and may be changed at any time by the City in its sole discretion:

- A. RFP Released..... June 27, 2024
- B. Inquiries Respecting RFP..... July 12, 2024
- C. Closing Date July 18, 2024
- D. Tentative Evaluation..... July 22-25, 2024
- E. Tentative Award Date/Proponents Notified..... July 26, 2024
- F. Services Implementation Date..... Sept 1, 2024

FORM OF AGREEMENT

Any successful Proponent(s) will be expected to enter into an agreement, with such terms as agreed to by the City and a chosen Proponent.

SERVICE REQUIREMENTS

BACKGROUND AND DESCRIPTION OF THE SERVICE

- The City is seeking vendors to provide an Automated Teller Machine at the West Fraser Center Arena. (additional machines may potentially be added to other facilities during the term of the agreement.)
- These services are being sought to give patrons access to cash to make purchases to increase revenue generated at this venue.
- The ATMs will be provided, installed, and serviced on a regular basis by the successful proponent. The location of the machines within the facilities will be decided by the City.

TERM

- The desired minimum term of the agreement would be three (3) years with an option to renew for an additional two (2) years at the City’s sole discretion. Term will commence September 1, 2024.
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GENERAL REQUIREMENTS

- The vendor will construct, provide, install, operate, and maintain a minimum of one (1) ATM machine at the West Fraser Center.

OPERATION AND TECHNICAL REQUIREMENTS

- Vendor is to provide adequate stocking of cash amounts within machine to carry through regular events to minimize disruption of service for the public.
 - Vendors must provide adequate stocking of cash for special events and be aware of special events that impact the stocking of cash. (No additional fees are to be charged to the City for emergency stocking.)
 - Access to the buildings for servicing is available only during business hours of the facility.
 - Access to schedules & special events can be obtained through the Recreation Services Clerk (Arena 2) and must be known by the vendor.
 - ATM machines having design features that include barrier free design and accessibility will be an asset. (e.g. Braille on keypad & accommodating to people in wheelchairs/scooters)
 - The Vendor through the City will co-ordinate the installation of any required power and phone/data connection port at each location.
 - The Vendor is responsible for all costs related to this installation including all related monthly phone/data fees at a provider of their choice. The final location of the ATM machine must be City approved.
 - During the contract term, the vendor's ATM that will be utilized must present a "first class" appearance, technologically state-of-the-art upon introduction into service, and compatible with any space limitations of the premises.
 - The City retains the right to request additional machines and/or add additional City facilities locations throughout the term of this contract. Additional machines or locations will be at the same terms as original bid awarded.
 - The Vendor should include the proposed service fee for clients.
 - The City must approve any increases in the transaction fee charges to users during the term of the contract.
 - The successful proponent is responsible for:
 - installing the ATMs under the safety guidelines of the machine manufacturer;
 - all costs resulting from malfunction or damage to the installed ATM, or for the loss of any product from the ATM at any time;
 - providing any and all equipment purchases and upgrades necessary to provide the required services, and shall be responsible for any related costs;
 - accounting related to the ATM;
 - providing ATMs that are in good operating order;
 - obtaining any required municipal business licenses, and complying with all applicable laws, statutes, regulations, and policies, which apply to the operation of ATMs;
 - all costs associated with removing the ATMs at the end of the contract, or upon termination of the contract;
 - other such services and responsibilities as may be agreed upon between the parties.
 - Any potential fees to the City will be paid on a monthly schedule and be accompanied with a detailed facility transaction report.
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INSURANCE AND INDEMNIFICATION

Comprehensive general liability insurance on an occurrence basis for an amount not less than two million dollars (\$2,000,000) and shall include the Owners as an additional insured with respect to the proponent's operations, acts and omissions relating to its obligations under this Agreement. Such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, Owners' and contractors' protective, products and completed operations, contingent employers liability, cross liability and severability of interest clauses.

The policies shown above will not be cancelled or permitted to lapse unless the insurer notifies the Owner in writing at least thirty (30) days prior to the effective date of cancellation or expiry.

The successful proponent by its acceptance of a negotiated agreement and purchase order, agrees to indemnify and hold harmless the Owner, its elected officials, agents and employees, from and against all loss or expense that may be incurred by the Owners, its officials, officers, employees and agents as a result of bodily injury, including death sustained by any person or persons, or on account of damage to property including loss of use thereof arising out of or as a consequence of the performance of the work stipulated in the RFP and any negotiated agreement.

SUBMISSIONS

The onus is on the proponent to submit a proposal that demonstrates that they have the skills, knowledge, and ability to meet the City's Service Requirements and that they have the experience and the capability to provide a service plan that will meet the City's needs. Proposals should also include details regarding both monetary and non-monetary benefits to the City and/or to the community-at-large of their proposal, such as a fee proposal to share revenue with the City and/or value-added benefits.

Proposals should be succinct, no more than 1- 3 pages, and divided into sections as follows:

1. Service Requirements
Confirmation that the proponent will meet the service requirements of the City identified in this RFP. Clarification shall be made for any service requirements that cannot be met. Details or specifications of the make/model of the ATM machine proposed for installation. Proposed service fee.
 2. Fee Proposal / Revenue Sharing Model
Proposed monthly revenue, if any, paid to the City, either as a flat fee or as a percentage through a revenue sharing model.
 3. Qualifications and Experience
Details of the proponent's experience managing and maintaining ATM machines in other venues and any other related experience.
 4. Service Plan
Details of the proponent's plan to ensure that the ATM machine is maintained in good operating condition, and is regularly stocked and serviced.
 5. Value Added Benefits
Details of the benefits the proponent's proposal will provide to the City or that will benefit users of the West Fraser Centre, or the community-at-large.
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